

# Occupational Outlook



*Napa County*

1996-1997

*This Occupational Outlook report is a product of*



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*Questions regarding the content or the research methods that produce this report should be directed to the Occupational Research Group at 916-984-9615. Questions regarding the availability of this report should be directed to the Napa County TEC at 707-253-4291. A computer "pdf" version of this report can be downloaded from <http://www.cassio.com/org.htm>*

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## Before Using the Occupational Outlook Profiles

### Did You Say Most or Many?

There are 59 occupational outlook profiles in this publication. The key terms used throughout the profiles are defined as:

*Almost All* (>75%) *Most* (51-75%) *Many* (35-50%) *Some* (10-34%) *Few* (<10%)

The key terms serve two purposes: one, they represent survey response ranges which are more reliable than specific numbers or percentages; and two, they serve to avoid giving users the false impression that our survey and projections data is perfectly accurate and representative of all employers. In addition to the key terms, information in the profiles is always listed in descending order of importance or frequency. For example, if it says "most employers provide medical insurance and a paid vacation," this indicates that, within the range of Most (51-75%), a higher percentage of survey respondents provide medical insurance than provide paid vacations.

### Up to Date or Out of Date?

The year the data was collected for each occupation can be found at the top of each occupational outlook profile. Despite technological and workplace changes, occupational outlook information is generally current for at least three or four years before the information should be considered suspect or out of date. For some occupations, a five or six year old profile would still be usable as long as new (common) information and trends are considered. On the other hand, a major layoff, relocation or expansion that amounts to ten percent or more of the employment for an occupation would immediately affect the employment projections, including the outlook for job seekers.

### OES or Non-OES?

The vast majority of the profiles are based on what we call "OES surveys." A typical OES survey means that each profile is based on contact with forty or more employers and completed in-depth interviews or surveys with at least 15 employer representatives (or less than 15, if the local universe is less than 30). In addition, occupational employment projections developed by LMID (using industry growth forecasts and an occupation-industry matrix) are incorporated into the profiles. In order to get the necessary information from a sufficient number of employers, the surveys are conducted as "confidential," which means that the results are published only in summary form so that none of the surveyed employers can be identified. As a result, occupational outlook information is somewhat limited as a job search tool, but it offers much more reliable information for career and program planning purposes than do job listings and newspaper articles. A handful of the occupational profiles are designated as *Non-OES Occupational Outlook Surveys*, indicating that the data or research methodology did not meet the criteria for a standard OES survey. (Both OES and Non-OES survey methodology is described later in this section.)

### But What Does "OES" Stand For?

The profiles in this publication based on "OES surveys" are defined using occupational titles and definitions from the Occupational Employment Statistics (OES) Dictionary published by the U.S. Department of Labor. Virtually all jobs in the labor market are grouped into about 700 OES classifications for the purposes of developing occupational employment projections. In comparison, the Dictionary of Occupational Titles (DOT) has over 12,000 classifications (although O\*Net, the successor to the DOT, will have about 900 classifications based largely on the OES classification system). If you will be cross-referencing the profiles in this publication with the DOT, an Occupational References section is included in the Appendix.

### How Do You Choose the Occupations to Study?

The occupations studied were selected based on a variety of criteria, including the needs and interests of local career development and workforce preparation staff. While it is possible to use this publication to determine a list of demand (or targeted) occupations, the complete list of 59 occupational outlook profiles in this publication do not constitute a list of demand or recommended occupations.

### What Is: Training, Experience and Other Requirements?

The information in this section includes such information as the education level of "most recent hires," whether employers tend to require prior experience or not, what other occupations may lie ahead in the "career path," and information on hours worked per week. Licensing requirements, if any, are also noted in this section. Two Tips: one, remember that employer experience requirements are often flexible, with many employers willing to substitute training for experience (small employers in particular are often willing to waive requirements if they believe they have the "right" applicant); and two, full-time positions are often filled by promoting from among part-time or temporary employees.

### What Is: Wages and Fringe Benefits?

Wage ranges and median wages are provided at three levels of skill and experience: new hires without prior experience, new hires with prior experience, and after three years. In many cases, extreme high and low values have been excluded to allow for a more useful range estimate. Occasionally, the wages for inexperienced new hires may appear to be slightly higher than those for experienced new hires. This usually occurs when one or two large employers (who pay at the high end) report a wage for inexperienced applicants only. As a result, the wage information on experienced new hires may be somewhat under-represented. Wage information is presented as a tool for evaluating and comparing the potential earnings of one occupation with another and are not intended to represent official prevailing wages.

### What Is: Wages and Fringe Benefits?--continued

Fringe benefit information indicates the extent in which employers provide medical insurance and other fringe benefits to their regular full-time employees (and part-time employees, if significant). Three Tips: one, benefits are often not available to part-time or temporary employees; two, employers often have waiting or probationary periods before medical insurance goes into effect; and three, the employee's cost and coverage of medical insurance varies considerably from employer to employer.

### What Is: Getting the Training?

Indicates whether certificate training programs are available for the occupation and, if so, the typical length of the training period.

### What Is: Getting the Job?

Describes the major employing industries for the occupation, the extent to which employers are union (if significant), and the methods most often used by employers to recruit applicants or to fill job openings.

### What Is: Employment Information?

The information in this section includes:

**Occupation Size:** Four terms are used to describe the relative size of each occupation based on estimates of the number of workers (wage and salary employment):

*Small:* <76 *Medium:* 76-150 *Large:* 151-327 *Very Large:* >327

A more specific estimate of the number of employees working in the occupation in Napa County is provided in the form of a numerical range. The approximate percentage of female employment in the occupation (based on the most recent Census) is also included. Unless otherwise noted (e.g. a Non-OES survey), the size estimate is based on projections.

**Annual Turnover:** Includes an estimate of the annual turnover due to worker replacement needs and promotions based on surveys with local employers. Although high turnover does not necessarily indicate a good outlook for job seekers, it does suggest a greater degree of hiring activity than an occupation with low turnover. However, occupations with high turnover are often those that don't provide long-term or satisfying employment.

**Projected Growth:** Includes the projected number of annual job openings due to a net increase in occupation size. Also included is a term representing the estimated growth rate for each occupation relative to the 4.04 percent annual average rate of growth for all occupations in Napa County. The terms are defined as follows:

*Much faster than average* = 1.5 times the average or more

*Faster than average* = 1.10 to 1.49 times the average

*Average* = .90 to 1.09 times the average

*Slower than average* = .01 to .89 times the average

Unless otherwise noted (e.g. a Non-OES survey), the growth estimate is based on projections.

**Projected Separations:** Includes the projected number of annual job openings due to labor force separations (workers retiring or leaving the occupation). Unless otherwise noted (e.g. a Non-OES survey), the separations estimate is based on projections.

**Supply-Demand:** Indicates the degree of difficulty employers have finding qualified applicants. Four terms are used to describe the employers' responses to the question(s) on how difficult it is to find qualified applicants. The average for all survey responses (weighted by the number of employees) will indicate that employers generally have either:

*No Difficulty Little Difficulty Some Difficulty Considerable Difficulty*

These four categories, in turn, indicate the relative "outlook" for qualified job seekers:

*Very Competitive Somewhat Competitive Good Very Good*

Please note that these are supply-demand terms and do not take into account potential wages or other employment opportunity indicators such as occupational size, growth, and separations. Tip: a "Somewhat Competitive Outlook" for job seekers is not necessarily a bad thing, especially if the applicant is well-trained with the needed skills and well-prepared for the job search process; however, a "Very Competitive Outlook" may indicate a significant oversupply of qualified job seekers.

### What Is: Very Important Qualifications for Job Entry?

Indicates some of the most important qualifications for job entry, including basic skills, physical abilities, and other qualifications. Employers are surveyed as to the relative importance of about 25 qualifications. Those that rank in the top third of a three-point scale are presented as "very important." For occupational profiles dated 1995, the data comes from surveys with Napa County employers. For profiles dated 1994 and 1996, the data comes from a summary analysis of surveys conducted in other labor market areas.

### What Is: Nationwide Job Outlook?

An analysis of current and projected trends that affect the job outlook from a nationwide perspective. This material is taken from the U.S. Department of Labor's Occupational Outlook Handbook (the most recent edition available at the time of data collection). Tip: trends that may be true at a statewide or nationwide level may or may not be true at the local level because of local economic characteristics and conditions.

## CCOIS Survey/Research Methods Summary

### Annual Program Cycle

1. Occupations are selected for study using a variety of criteria and input;
2. Stratified survey samples are developed and refined;
3. Employer survey questionnaires are prepared for each occupation;
4. Extensive surveys and phone interviews are conducted with local employers;
5. Data is reviewed, clarified, and keyed into a CCOIS database;
6. Data is analyzed and summarized; and
7. Occupational Outlook publications are produced and distributed.

### Occupation Selection and Definition

There is a variety of criteria used to help select the survey occupations. However, the primary objective is to survey occupations which are of most interest to the users (and potential users) in the community within the limitations of a standardized research program. As a result, CCOIS occupational studies tend to focus on larger or commonly known occupations, rather than on smaller or highly specialized occupations. The following criteria is used by the local CCOIS coordinating agency to help prioritize possible survey occupations:

1. The occupation should be adequately defined by the OES classification system;
2. The occupation should have a substantial employment base;
3. There should be a substantial number of projected job openings;
4. The potential salary level should be adequate so as to avoid the need for public assistance;
5. The occupation should require at least some postsecondary education or training;
6. The occupation should be of interest to local program planners or training providers; and
7. The occupations should vary enough so that certain employers won't be overburdened with survey requests.

### Non-OES Surveys

In some cases, potential survey occupations lack an adequate OES classification. If there is substantial user interest in the occupation, the local CCOIS agency may conduct what is usually called a "Non-OES survey." Unless otherwise noted (e.g. a roundtable or focus group study), non-OES surveys are conducted using the standard CCOIS survey methods with three exceptions:

1. Occupational definitions are not usually OES-based or standardized;
2. Survey response goals are usually a bit more relaxed; and
3. Size and growth estimates are usually not as accurate as with OES-surveys (or may be omitted due to insufficient data).

Occasionally, a non-OES survey may include a special study of an industry, a career cluster, self-employment, or a new or emerging occupation.

### Survey Sample Design

After the survey occupations are selected, a survey sample of local employers is developed for each occupation. Since local CCOIS agencies don't generally survey the "universe" for any occupation, a considerable amount of time is invested to ensure that the survey samples are representative. For each occupation studied, a survey sample of 40 employers (or as many as can be found, if less than 40) is designed to include all major employing industries for the survey occupation. In addition, the number of employees for each employer is considered to ensure that the sample represents the employers most likely to provide future employment. For some occupations, this means that the largest employers will be surveyed more often than the smaller employers. But, for other occupations, smaller employers may be more appropriate. Initially, the survey samples are designed by LMID staff, using detailed databases on employers and occupational staffing within industries. The draft sample of employers for each of the survey occupations is then carefully reviewed by local CCOIS staff. Employers are added and deleted, as appropriate, to obtain a sample of about 40 employers per occupation (or as many as can be found, if the local universe of employers is thought to be less than 40).

### Questionnaire Development

A two-page employer survey questionnaire with twenty standardized questions is prepared for each survey occupation (see Sample Questionnaire in the Appendix). In addition, a third page may be developed in order to ask additional questions which usually include a set of skills and qualifications questions.

### Employer Survey Procedures

Employer representatives are identified and contacted by the local CCOIS staff by telephone and are asked to participate, either by phone, fax, or mail survey. The appropriate survey respondent is generally a person responsible for the hiring of personnel in the survey occupation. All completed and/or returned questionnaires are reviewed and checked for consistency and completeness. Unclear or inconsistent responses are clarified through follow-up phone calls to the survey respondent. Completed questionnaires are then prepared for data entry. In a standard size employer sample of 40 potential respondents, the goal is to collect at least 15 completed questionnaires. The smaller the sample size, the greater the response rate required. The survey must also meet or exceed industry and employment response goals to ensure that the data is adequately representative.

### Data Entry, Tabulation, and Summary

Survey responses are entered into a CCOIS database, data tabulations are prepared, and the data is analyzed by local CCOIS staff and reviewed and edited by LMID analysts. Following the review and editing process, an Occupational Outlook publication is printed and distributed to key user organizations.

## Occupational Outlook Profiles

## Automotive Body & Related Repairers

Also known as Bodymen and Techs

### Description

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass (OES 853050).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers require prior experience and ICAR certification (Inter Industry Conference on Auto Collision Repair). Auto Body Repairers generally begin as Trainees or Apprentices. Promotions may lead to supervisory positions or may take the form of self-employment. Almost all jobs are 40 hours per week. Willingness to participate in drug testing is important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$11.50/hr	Median: \$8.75/hr
<b>New Hires/Exp'd:</b>	\$12.00 to \$16.00/hr	Median: \$14.00/hr
<b>Exp'd/After 3 Years:</b>	\$16.00 to \$20.00/hr	Median: \$19.10/hr

Most employers provide medical insurance and a paid vacation. Some also provide dental insurance, vision insurance, life insurance, paid sick leave, and a retirement plan.

### Getting the Training

Certificate programs range in length from six months to two years and do not eliminate the need for apprenticeship training.

### Getting the Job

Most Auto Body Repairers in Napa County are employed in auto body repair shops and auto dealers. Almost all employers fill openings by hiring referrals from employees. Some also recruit applicants through newspaper advertisements.

## Employment Information

**Occupation Size:** Small. There are approximately 55 to 70 Auto Body Repairers currently employed in Napa County. About 2 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

## Very Important Qualifications for Job Entry

**Basic Skills:** Ability to work as part of a team; ability to work independently; ability to perform routine, repetitive work; verbal communication skills; ability to perform basic mathematical calculations.

**Physical Abilities:** Ability to do strenuous, physically demanding work; ability to lift at least 50 lbs.

**Other Qualifications:** Attention to detail; organizational and time management skills; problem solving skills; ability to work under pressure; possess good DMV driving record; ability to handle crisis situations.

## Nationwide Job Outlook

Employment of automotive body repairers is expected to increase faster than the average for all occupations through the year 2005. Opportunities should be best for persons with formal training. Requirements will increase as the number of motor vehicles in operation and the number damaged in accidents will increase. New automobile designs have body parts made of materials that are more difficult to work with than the traditional steel body parts. Also, new, lighter weight automotive designs are prone to greater collision damage than older, heavier designs. Nevertheless, the need to replace experienced repairers who transfer to other occupations or retire or stop working will still account for the majority of job openings.



## Automotive Mechanics

### Description

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists (OES 853020).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school and some vocational training. Most employers require prior experience and various certifications are expected of experienced and well-trained technicians. A few jobs are filled by promoting from such positions as Trainee, Helper, and Apprentice. Journey-level status comes after several years of experience and training. Many Technicians develop specialties such as smog, electronics, computer diagnostics, transmissions, or brakes. Promotions may lead to specialty or supervisory positions or may take the form of self-employment. Almost all jobs are 40 hours per week.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.50 to \$10.00/hr	Median: \$7.50/hr
<b>New Hires/Exp'd:</b>	\$9.00 to \$20.00/hr	Median: \$13.75/hr
<b>Exp'd/After 3 Years:</b>	\$13.00 to \$22.50/hr	Median: \$20.00/hr

Almost all employers provide medical insurance and a paid vacation. Most also provide dental insurance. Some provide a retirement plan, vision insurance, and life insurance.

### Getting the Training

Certificate programs range in length from six months to four years and do not eliminate the need for apprenticeship training.

### Getting the Job

Most Automotive Technicians in Napa County are employed by auto dealers and auto repair shops. Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements.

### Employment Information

**Occupation Size:** Large. There are approximately 245 to 295 Automotive Technicians currently employed in Napa County. About 2 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** 10-15 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

### Very Important Qualifications for Job Entry

**Technical Skills:** Possession of a valid driver's license; ability to operate electronic automotive diagnostic equipment; ability to repair brakes; ability to tune up engines; ability to repair vehicle air conditioning; ability to implement safe work practices; ability to repair emissions controls; certified in Auto Service Excellence (ASE); front-end alignment skills; ability to repair fuel injection systems; certified in auto air conditioning maintenance and repair; possession of a Brake Check Certificate.

**Physical Abilities:** Ability to stand continuously for 2 or more hours; ability to lift at least 50 lbs. repeatedly.

**Basic Skills:** Ability to read and follow instructions; ability to write legibly; oral communications skills; basic math skills.

**Other Qualifications:** Possession of a good DMV driving record; ability to work independently; willingness to work with close supervision.

### Nationwide Job Outlook

Job opportunities in automotive mechanics are expected to be plentiful for persons who complete automotive training programs in high school, vocational and technical schools, or community colleges. Persons whose programs include some basic electronics should have the best opportunities. Employment of automotive mechanics is expected to increase about as fast as the average for all occupations through the year 2005. Although the overall number of automotive mechanics is expected to increase, employment growth in automobile dealerships, independent automotive repair shops, specialty car care chains, and other establishments will be offset somewhat by declining employment in gasoline service stations.

## Bakers, Bread & Pastry

### Description

Bread and Pastry Bakers mix and bake ingredients according to recipes to produce breads, pastries, and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as specialty baked goods (OES 650210).

### Training, Experience, and Other Requirements

Most recent hires have completed high school. Many employers report they usually require prior experience. Most also report they will sometimes accept training as a substitute for experience. Promotions generally lead to supervisory positions. Willingness to work on-call, part-time, nights, weekends, and holidays is important.

### Wages and Fringe Benefits

#### NON-UNION:

<b>New Hires/Inexp'd:</b>	\$5.50 to \$11.00/hr	Median: \$5.75/hr
<b>New Hires/Exp'd:</b>	\$5.50 to \$11.50/hr	Median: \$7.75/hr
<b>Exp'd/After 3 Years:</b>	\$8.00 to \$12.50/hr	Median: \$10.06/hr

#### UNION:

<b>New Hires/Inexp'd:</b>	\$6.74 to \$8.00/hr	Median: \$6.92/hr
<b>New Hires/Exp'd:</b>	\$6.74 to \$10.45/hr	Median: \$10.00/hr
<b>Exp'd/After 3 Years:</b>	\$7.50 to \$15.00/hr	Median: \$10.45/hr

Most employers provide medical insurance and paid vacation. Many also provide dental insurance.

### Getting the Training

Employers generally provide the training for this occupation. However, certificate programs in cooking and baking are available.

### Getting the Job

Most Bread and Pastry Bakers in Napa County are employed in retail bakeries, eating places, and grocery stores. Some employers are union. Almost all employers recruit applicants through employee referrals and newspaper advertisements. Many also hire unsolicited applicants.

### Employment Information

**Occupation Size:** Medium. There are approximately 75 to 90 Bread and Pastry Bakers currently employed in Napa County. About 33 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** Less than 5 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** Less than 5 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers report little difficulty finding inexperienced but qualified applicants and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience and a good outlook for those who are fully experienced.

### Very Important Qualifications for Job Entry

**Technical Skills:** Understanding of Health Department regulations; ability to meet sanitation requirements; mastery of baking equipment; and record keeping skills.

**Physical Abilities:** Ability to stand continuously for 2 or more hours; ability lift at least 25 lbs. repeatedly; and manual dexterity.

**Basic Skills:** Ability to read and follow instructions; oral communication skills; and basic math skills.

**Other Qualifications:** Ability to follow safe work practices; ability to work as part of a team; interpersonal skills; willingness to work with close supervision; ability to work under pressure; ability to work independently; and good grooming skills.

### Nationwide Job Outlook

The popularity of fresh baked breads and pastries should insure continued rapid growth in the employment of bakers. Job openings are expected to be excellent through the year 2005. Growth in demand for these workers will create many new jobs, but most openings will arise from the need to replace workers who leave this occupation each year.

## Bookkeeping, Accounting & Auditing Clerks

Also known as Bookkeepers and Accounting Technicians

### Description

Bookkeeping, Accounting, and Auditing Clerks (including Bookkeepers) compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duties are operating special office machines (OES 553380).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school plus some college or vocational training. Most employers require prior experience. A few Accounting and Bookkeeping Clerk positions are filled by promoting from other clerical positions. Promotions may lead to higher level bookkeeping and accounting positions or may take the form of self-employment. Almost all jobs are 40 hours per week. Some jobs are 20-30 hours per week.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$10.25/hr	Median: \$8.00/hr
<b>New Hires/Exp'd:</b>	\$7.00 to \$10.75/hr	Median: \$9.00/hr
<b>Exp'd/After 3 Years:</b>	\$8.00 to \$13.00/hr	Median: \$11.05/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation and dental insurance. Most also provide paid sick leave, a retirement plan, vision insurance, and life insurance. Some provide medical insurance for part-time employees.

### Getting the Training

Certificate and degree programs range in length from one to two years. Some on-the-job training may also be required.

### Getting the Job

Employers in all industries in Napa County employ Accounting and Bookkeeping Clerks. Almost all employers recruit applicants through newspaper advertisements. Most fill openings through in-house promotion. Most also fill openings by hiring referrals from employees.

### Employment Information

**Occupation Size:** Very Large. There are approximately 845 to 1,035 Accounting and Bookkeeping Clerks currently employed in Napa County. About 87 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** 20-25 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** 15-20 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for well qualified job seekers.

### Very Important Qualifications for Job Entry

**Technical Skills:** Accounting skills; telephone answering skills; bookkeeping skills; ability to operate 10 key adding machine; ability to use word-processing software; ability to write effectively.

**Physical Abilities:** Ability to sit continuously for 2 or more hours.

**Basic Skills:** Ability to read and follow instructions; basic math skills; oral communication skills; ability to write legibly.

**Other Qualifications:** Ability to pay attention to detail; ability to work independently; ability to perform routine, repetitive work; public contact skills.

### Nationwide Job Outlook

The large size of this occupation ensures a large number of openings and plentiful job opportunities for jobseekers. Virtually all job openings through the year 2005 will be due to replacement needs because of workers transferring to other occupations or leaving the labor force. Turnover is lower than among other record clerk occupations. Many opportunities for temporary and part-time work should also be available. A growing economy will result in more financial transactions and other activities and, therefore, more demand for accounting services. Virtually all new jobs will be created in small, rapidly growing organizations. Large organizations, on the other hand, are likely to continue the consolidation of departments to eliminate duplicate functions and reduce the demand for these clerks. Overall, little change is expected in the employment level through 2005.

## Bus & Truck Mechanics & Diesel Engine Specialists

Also known as Diesel Mechanics

### Description

Bus and Truck Mechanics and Diesel Engine Specialists repair and maintain the operating condition of trucks, buses, and all types of diesel engines. Includes mechanics working primarily with automobile diesel engines (OES 853110).

### Training, Experience, and Other Requirements

Most recent hires have completed high school and some college or vocational training. Almost all employers report they usually require prior experience. Most also report they will sometimes accept training as a substitute for experience. Promotions generally lead to supervisory positions. Almost all jobs are 40 hours per week. Some specialized training may be important for job entry. Willingness to work part-time, on-call, nights, weekends and holidays is important. Knowledge of electronics and computer diagnostic systems may be important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.50 to \$12.00/hr	Median: \$8.25/hr
<b>New Hires/Exp'd:</b>	\$12.00 to \$20.00/hr	Median: \$12.50/hr
<b>Exp'd/After 3 Years:</b>	\$15.00 to \$25.00/hr	Median: \$18.00/hr

Union wages typically fall at the high end of these ranges.

Almost all employers provide medical insurance and paid vacation. Most also provide dental insurance and a retirement plan.

### Getting the Training

Certificate and degree programs range in length from one to two years.

### Getting the Job

Almost all Diesel Mechanics employed in Napa County work in one of the following industry clusters: automotive sales and repair, trucking and transport, construction, and school districts. Some employers are union. Most employers recruit applicants through employee referrals and newspaper advertisements. Some fill positions through in-house promotion or transfer, and from private school referrals.

## Employment Information

**Occupation Size:** Small. There are approximately 45 to 55 Diesel Mechanics currently employed in Napa County. About 1 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** The growth rate is projected to be stable (no significant change) through the year 1999.

**Projected Separations:** Less than 5 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding inexperienced but qualified applicants and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience and a good outlook for those who are fully experienced.

## Very Important Qualifications for Job Entry

**Technical Skills:** Ability to use hand tools; ability to implement safe work practices; ability to repair diesel engines; ability to operate power tools; knowledge of basic auto mechanics; ability to operate electric testing equipment; ability to operate electronic automotive diagnostic equipment; knowledge of hydraulics; possession of a valid Class B driver's license; non-diesel engine repair skills; and shop math skills.

**Physical Abilities:** Ability to stand continuously for 2 or more hours; ability to use hands, arms and fingers; and ability to work in awkward positions Ability to lift at least 75 lbs. repeatedly.

**Basic Skills:** Ability to follow oral instructions; ability to read and follow instructions; oral communication skills; ability to write legibly; basic math skills.

**Other Qualifications:** Possession of a good DMV driving record; ability to work independently; ability to work under pressure; ability to provide own hand tools; and willingness to work with close supervision.

## Nationwide Job Outlook

Employment of diesel mechanics is expected to increase about as fast as the average for all occupations through the year 2005. Because this is a large occupation, more job openings are expected for diesel mechanics than for most other occupations. Although employment growth will create many new jobs, most job openings will arise from the need to replace diesel mechanics who transfer to other fields of work, or retire, or stop working for other reasons.

## Carpenters

### Description

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Does not include Cabinetmakers and Bench Carpenters (OES 871020).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers report they usually require prior experience. A few jobs are filled by promoting from Apprentice or Helper positions. Journey-level status comes after several years of on-the-job experience. Specialty areas include framing, finishing, and remodeling. Promotions may lead to supervisory positions or may take the form of self-employment. Almost all jobs are 40 hours per week and seasonal. Willingness to work on-call may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$8.00 to \$11.00/hr	Median: \$8.85/hr
<b>New Hires/Exp'd:</b>	\$13.50 to \$24.25/hr	Median: \$15.50/hr
<b>Exp'd/After 3 Years:</b>	\$18.00 to \$25.00/hr	Median: \$20.00/hr

Many employers provide medical insurance. Some also provide a paid vacation, a retirement plan, dental insurance, and vision insurance.

### Getting the Training

Certificate programs range in length from one to four years and do not eliminate the need for apprenticeship training.

### Getting the Job

Most Carpenters in Napa County are employed by licensed building contractors. Almost all employers fill openings by hiring referrals from employees. Most also fill openings through in-house promotion, and/or fill openings by hiring unsolicited applicants.

## Employment Information

**Occupation Size:** Very Large. There are approximately 1,025 to 1,255 Carpenters currently employed in Napa County. About 2 percent in California are female.

**Annual Turnover:** Estimated to be high (30-39 percent).

**Projected Growth:** 65-80 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** 20-25 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

## Very Important Qualifications for Job Entry

**Technical Skills:** Rough carpentry skills; finish carpentry skills; shop math skills; ability to read blue prints.

**Physical Abilities:** Possession of agility and coordination; ability to lift at least 50 lbs. repeatedly; ability to perform strenuous, physically demanding work; ability to climb to high places.

**Basic Skills:** Ability to read and follow instructions; oral communication skills; ability to write legibly.

**Other Qualifications:** Ability to work independently; ability to provide own hand tools; possession of a reliable vehicle; willingness to work with close supervision; possession of good DMV driving record.

## Nationwide Job Outlook

Job opportunities are expected to be plentiful through the year 2005, due primarily to extensive replacement needs. The total number of job openings for carpenters each year usually is greater than for other craft occupations because the occupation is large and turnover is high. Increased demand for carpenters will create additional job openings. Employment is expected to increase about as fast as the average for all occupations through the year 2005. Construction activity should increase in response to demand for new housing and commercial and industrial plants and the need to renovate and modernize existing structures. Although employment of carpenters is expected to grow over the long run, people entering the occupation should expect to experience periods of unemployment resulting from the short-term nature of many construction projects and the cyclical nature of the construction industry.

## Cashiers

Also known as Checkers, Clerks, and Food Clerks

### Description

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers (490230).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers do not require prior experience, although, in grocery stores, Checkers generally begin as Courtesy Clerks. Promotions may lead to supervisory or management positions. Most jobs are 40 hours per week. Many jobs are 20-25 hours per week. Willingness to work on-call or part-time, and the willingness to work evenings and weekends may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$4.50 to \$8.00/hr	Median: \$6.00/hr
<b>New Hires/Exp'd:</b>	\$5.25 to \$8.75/hr	Median: \$6.00/hr
<b>Exp'd/After 3 Years:</b>	\$7.25 to \$14.75/hr	Median: \$7.75/hr

Most employers provide medical insurance and other benefits, including a paid vacation and a retirement plan. Many also provide paid sick leave, dental insurance, and vision insurance. Many provide medical insurance for part-time employees.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Most Cashiers in Napa County are employed in grocery stores, eating and drinking places, gasoline stations and mini-marts, liquor stores, and other retail establishments. Most employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements and/or fill openings through in-house promotion.

## Employment Information

**Occupation Size:** Very Large. There are approximately 975 to 1,195 Cashiers currently employed in Napa County. About 69 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 50-60 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** 45-55 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding inexperienced but qualified applicants and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience and a good outlook for those who are fully experienced.

## Very Important Qualifications for Job Entry

**Technical Skills:** Cash handling skills; ability to follow check cashing procedures; ability to operate a cash register.

**Physical Abilities:** Ability to stand continuously for 2 or more hours; manual dexterity.

**Basic Skills:** Oral communication skills; basic math skills; ability to write legibly; ability to read and follow instructions.

**Other Qualifications:** Public contact skills; ability to perform routine, repetitive work; ability to work under pressure; ability to work independently; customer service skills; willingness to work with close supervision.

## Nationwide Job Outlook

Employment of cashiers is expected to increase about as fast as the average for all occupations through the year 2005 due to expanding demand for goods and services by a growing population. Replacement needs will also create a significant number of job openings, for the occupation is large and turnover is much higher than average. Opportunities for part-time work are expected to continue to be excellent. Workers under the age of 25 traditionally have filled many of the openings in this occupation. This age group shrank in numbers during the decade of the 1980's and it will not attain its former share of the workforce until about 2005. To attract and retain workers, employers may offer higher wages, additional benefits, and flexible schedules. Recruitment efforts also may be directed toward non-traditional groups such as retired or disabled persons.

## Child Care Workers

Also known as Aides and Assistant Teachers

### Description

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Does not include workers whose primary function is to teach in a structured setting (OES 680380).

### Training, Experience, and Other Requirements

Most recent hires have completed high school and 6-12 units of ECE (Early Childhood Education). Most employers require prior experience. Promotions for Child Care Workers may take the form of self-employment or, with additional education, may lead to Teacher, Head Teacher, and Center Director. Many jobs are 35-40 hours per week. Many other jobs are 15-30 hours per week. Willingness to work on-call and part-time may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.00 to \$6.50/hr	Median: \$6.00/hr
<b>New Hires/Exp'd:</b>	\$5.50 to \$8.00/hr	Median: \$6.75/hr
<b>Exp'd/After 3 Years:</b>	\$6.50 to \$9.50/hr	Median: \$8.14/hr

Most employers provide medical insurance and a paid vacation. Many also provide child care, dental insurance, and paid sick leave. Some provide vision insurance. Some also provide medical insurance for part-time employees.

### Getting the Training

Early Childhood Education courses are usually provided by Community Colleges.

### Getting the Job

Most Child Care Workers in Napa County are employed by child care centers, nursery schools, and pre-schools. Most employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements. Many fill openings by hiring unsolicited applicants and/or training program referrals.

### Employment Information

**Occupation Size:** There are approximately 115 to 140 Child Care Workers currently employed in Napa County. About 95 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

### Very Important Qualifications for Job Entry

**Basic Skills:** Ability to work as part of a team; ability to work independently; verbal communication skills; English grammar and spelling skills; ability to perform routine, repetitive work.

**Physical Abilities:** Ability to pass a pre-employment medical exam; ability to lift at least 10 lbs; ability to do strenuous, physically demanding work.

**Other Qualifications:** Ability to handle crisis situations; trained in CPR and first aid techniques; problem solving skills; ability to work under pressure; attention to detail; multi-cultural familiarity; organizational and time management skills; supervisory skills.

### Nationwide Job Outlook

Employment of preschool workers is projected to increase much faster than the average for all occupations through the year 2005. Job openings should be plentiful as many preschool workers leave the occupation each year for other jobs, family responsibilities, or other reasons. The relatively high turnover, combined with an increased demand for preschool workers, is expected to create many openings. Qualified persons who are interested in this work should have little trouble finding and keeping a job. The proportion of youngsters in daycare and preschool is expected to increase, reflecting a shift in the type of child-care arrangements parents choose. Rising labor force participation among women age 20-44 will also contribute to the growth of employment among preschool workers. Mothers of very young children are almost as likely to work as other women, and women are returning to work sooner after childbirth.

## Computer Network (LAN/WAN) Technicians

Also known as Computer Network Administrators

### *Non-OES Occupational Outlook Survey*

#### Description

Computer Network (LAN/WAN) Technicians assist in the installation, set up, testing, maintenance, and troubleshooting of Local and/or Wide Area Networks (LANs and WANs). They assign passwords, use manuals, maintain a variety of logs and communicate with Network Analysts or LAN/WAN Managers about specific system problems. Technicians who work for manufacturers occasionally go to customers' sites to set up, adjust and/or connect new products. As a network system ages, technicians also repair and replace system. Alternate titles for this job are Network Control Technician and Data Communication Technician.

#### Training, Experience, and Other Requirements

Most recent hires have completed at least 2 years of college. Most employers report they usually require prior experience and will sometimes accept training as a substitute for experience. Promotions may lead to more technical positions with additional training. Almost all jobs are 40 hours per week. Most employers report computer spreadsheet, database, and word processing skills are important. Many report knowledge of UNIX and Novell are important. Internet/Intranet and Windows95 knowledge is also important.

#### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$8.00 to \$12.00/hr	Median: \$9.59/hr
<b>New Hires/Exp'd:</b>	\$10.00 to \$20.00/hr	Median: \$15.25/hr
<b>Exp'd/After 3 Years:</b>	\$15.00 to \$21.50/hr	Median: \$18.22/hr

Most employers provide medical, paid vacation, and paid sick leave. Many also provide a retirement plan.

#### Getting the Training

Many colleges and universities offer degree programs in Computer Science and related disciplines.

#### Getting the Job

Computer Network Technicians in Napa County are employed in a wide range of industries that have computer network systems. Few employers are union. Almost all employers recruit using employee referrals. Most use private employment agencies. Many also recruit through newspaper advertisements.

#### Employment Information

**Occupation Size:** Small. About 17 percent of the Computer Network Technicians in Napa County are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** Insufficient data; however, most survey respondents expect their employment for this occupation to grow over the next three years.

**Projected Separations:** Insufficient data.

**Supply-Demand:** Employers generally have little difficulty finding inexperienced but qualified applicants and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience and a good outlook for those who are fully experienced.

#### Very Important Qualifications for Job Entry

**Physical Abilities:** Ability to pass a pre-employment physical examination; ability to stand continuously for 2 or more hours; ability lift at least 50 lbs. repeatedly; and ability to sit continuously for 2 or more hours.

**Basic Skills:** Ability to work independently; verbal communication skills; ability to work as part of a team; English grammar and spelling skills; writing skills; ability to perform basic mathematical computations; and ability to perform routine, repetitive work.

**Other Qualifications:** Ability to work under pressure; attention to detail; problem solving skills; organizational and time management skills; record keeping skills; ability to handle crisis situations; and ability to plan and organize the work of others.

#### Nationwide Job Outlook

Computer scientists and systems analysts will be among the fastest growing occupations through the year 2005. In addition, tens of thousands of job openings will result annually from the need to replace workers who move into managerial positions or other occupations or leave the labor force. The demand for computer scientists and engineers is expected to rise as organizations attempt to maximize the efficiency of their computer systems. As international and domestic competition increases, organizations will face growing pressure to use technological advances in areas such as office and factory automation, telecommunications technology, and scientific research. The complexity associated with designing new applications is growing and the need to design computer networks that will facilitate the sharing of information will be a major factor in the rising demand for systems analysts.

**Key Terms:** Almost All (> 75%), Most (51-75%), Many (35-50%), Some (10-34%), Few (<10%)



## Computer Programmers, Including Aides

### Description

Computer Programmers convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information (OES 251051).

### Training, Experience, and Other Requirements

Most recent hires have completed two years of college. Many have completed Bachelor's degrees. Most employers report they usually require prior experience and will sometimes accept training as a substitute for experience. Promotions generally lead to senior level positions. Almost all jobs are 40 hours per week. Almost all employers report that computer word processing, spreadsheet, and database skills are important. Internet/Intranet and Windows95 knowledge is also important.

### Wages and Fringe Benefits

#### NON-UNION:

<b>New Hires/Inexp'd:</b>	\$8.75 to \$19.25/hr	Median: \$12.00/hr
<b>New Hires/Exp'd:</b>	\$12.00 to \$21.50/hr	Median: \$15.00/hr
<b>Exp'd/After 3 Years:</b>	\$15.25 to \$24.00/hr	Median: \$20.71/hr

#### UNION:

<b>New Hires/Inexp'd:</b>	\$13.94 to \$16.90/hr	Median: \$15.36/hr
<b>New Hires/Exp'd:</b>	\$19.35 to \$21.69/hr	Median: \$20.30/hr
<b>Exp'd/After 3 Years:</b>	\$21.75 to \$26.16/hr	Median: \$23.94/hr

Almost all employers provide medical insurance, paid sick leave, paid vacation, and dental insurance. Most also provide a retirement plan, vision insurance, and life insurance.

### Getting the Training

Most colleges and universities offer degree programs in Computer Science and related fields.

### Getting the Job

Most Computer Programmers in Napa County are employed in a variety of industries including, government, hospitals, and computer programming and related services. Most employers are non-union. Most employers recruit applicants through newspaper advertisements. Many also recruit through unsolicited applicants, in-house promotion or transfer, and referrals from the Employment Development Department.

### Employment Information

**Occupation Size:** Medium. There are approximately 90 to 105 Computer Programmers currently employed in Napa County. About 29 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** Less than 5 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 5 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers report some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers.

### Very Important Qualifications for Job Entry

**Technical Skills:** Problem solving skills; ability to write, edit and debug computer programs for business; knowledge of machine language; ability to write effectively; ability to write documentation of computer procedures; ability to apply database management principles; ability to use diagnostics programs; ability to use MS-DOS; ability to use fourth generation computer languages; knowledge of UNIX; and knowledge of mainframe hardware and operating systems.

**Physical Abilities:** Ability to concentrate for long periods of time; ability to perform precision work; and the ability to sit continuously for 2 or more hours.

**Basic Skills:** Ability to think logically; ability to read and follow instructions; basic math skills; and oral communication skills.

**Other Qualifications:** Ability to read and comprehend information quickly; ingenuity and imagination; ability to work as part of a team; ability to work independently; ability to interact well with others; ability to work under pressure; ability to make decisions; interpersonal skills; and customer service skills.

### Nationwide Job Outlook

Employment of programmers is expected to grow faster than the average for all occupations through the year 2005 as computer usage expands. The demand for programmers will increase as organizations seek new applications for computers and improvements to software already in use. Rising demand for information, further automation of offices and factories, advances in health and medicine, and continuing scientific research will stimulate the demand for skilled programmers.

## Cooks, Restaurant

Also known as Line Cooks

### Description

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu (OES 650260).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school plus some college or vocational training. Most employers do not require prior experience. A few jobs are filled by promoting from such positions as Bus Person, Dishwasher, Cook's Helper, Trainee, Apprentice, and Prep Cook. Promotions may lead to supervisory positions. To be a true Chef, however, requires extensive education and training. Most jobs are 40 hours per week. Some jobs are 20 to 30 hours per week. Willingness to work on-call or part-time, and the willingness to work evenings and weekends may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$4.25 to \$7.00/hr	Median: \$5.50/hr
<b>New Hires/Exp'd:</b>	\$6.00 to \$10.00/hr	Median: \$6.50/hr
<b>Exp'd/After 3 Years:</b>	\$7.00 to \$11.25/hr	Median: \$9.00/hr

Most employers provide medical insurance and a paid vacation. Many also provide dental insurance. Some provide life insurance, vision insurance, and paid sick leave. Some also provide medical insurance for part-time employees.

### Getting the Training

Certificate programs range in length from one to two years, although employers often provide on-the-job training.

### Getting the Job

Restaurant Cooks in Napa County are employed by restaurants and a variety of other establishments that have in-house restaurants (such as Hotels). Almost all employers fill openings by hiring referrals from employees. Most fill openings through in-house promotion. Most also recruit applicants through newspaper advertisements.

### Employment Information

**Occupation Size:** Very Large. There are approximately 435 to 535 Restaurant Cooks currently employed in Napa County. About 33 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 30-35 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

### Very Important Qualifications for Job Entry

**Technical Skills:** Ability to handle multiple food orders; meat carving skills; ability to cook ethnic foods; ability to plan and organize the work of others.

**Physical Abilities:** Ability to stand continuously for 2 or more hours; ability to lift at least 30 lbs. repeatedly.

**Basic Skills:** Ability to read and follow instructions; oral communication skills.

**Other Qualifications:** Ability to work under pressure; ability to work independently; willingness to work with close supervision.

### Nationwide Job Outlook

Job openings for chefs and cooks are expected to be excellent through the year 2005. Most openings will arise from the need to replace the relatively high proportion of workers who leave this very large occupation each year. There is substantial turnover in many of these jobs because their limited requirements for formal education and training allow easy entry, and the many part-time positions are attractive to persons seeking a short-term source of income rather than a career. Many of the workers who leave these jobs transfer to other occupations, while others stop working to assume household responsibilities or to attend school full time. A significant proportion of food and beverage sales by eating and drinking establishments is associated with the overall level of economic activity. Other factors contributing to employment growth will be population growth, rising family and personal incomes, and more leisure time that will allow people to dine out and take vacations more often. Also, as more women join the work force, families increasingly may find dining out a welcome convenience.

## Cooks, Specialty Fast Food

Also known as Grill Persons and Fry Cooks

### Description

Specialty Fast Food Cooks prepare and cook food in a fast food restaurant with a limited menu. The menu and duties of the cooks are limited to one or two basic items, such as hamburgers, chicken, pizza, tacos, or fish and chips. The duties of the cook normally involve operating large volume single purpose cooking equipment. Typically, these cooks work in regional or national fast food chain restaurants (OES 650320).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers do not require prior experience. A few jobs are filled by promoting from Helper or Trainee positions. Promotions may lead to supervisory and management positions. Most jobs are 20-30 hours per week. Many jobs are 35-40 hours per week. Willingness to work on-call or part-time and the willingness to work evenings and weekends may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$4.25 to \$5.15/hr	Median: \$4.50/hr
<b>New Hires/Exp'd:</b>	\$4.25 to \$6.50/hr	Median: \$4.75/hr
<b>Exp'd/After 3 Years:</b>	\$5.25 to \$9.00/hr	Median: \$6.00/hr

Some employers provide medical insurance and a paid vacation. Few employers provide medical insurance for part-time employees.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Specialty and Fast Food Cooks in Napa County are employed by fast-food restaurants, including those that serve hamburgers, chicken, pizza, and tacos. Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements and/or fill openings by hiring unsolicited applicants.

**Key Terms:** Almost All (>75%), Most (51-75%), Many (35-50%), Some (10-34%), Few (<10%)

### Employment Information

**Occupation Size:** Large. There are approximately 220 to 270 Specialty and Fast Food Cooks currently employed in Napa County. About 33 percent in California are female.

**Annual Turnover:** Estimated to be high (30-39 percent).

**Projected Growth:** 15-20 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** 5-10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding inexperienced but qualified applicants and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience and a good outlook for those who are fully experienced.

### Very Important Qualifications for Job Entry

**Technical Skills:** Food preparation skills.

**Physical Abilities:** Ability to stand continuously for 2 or more hours; ability to lift at least 30 lbs. repeatedly.

**Basic Skills:** Ability to follow oral instructions; oral communications skills; ability to read and follow instructions; basic math skills.

**Other Qualifications:** Ability to work under pressure; public contact skills; willingness to work with close supervision; ability to work independently.

### Nationwide Job Outlook

Job openings for cooks and other kitchen workers are expected to be excellent through the year 2005. Most openings will arise from the need to replace the relatively high proportion of workers who leave this very large occupation each year. There is substantial turnover in many of these jobs because their limited requirements for formal education and training allow easy entry, and the many part-time positions are attractive to persons seeking a short-term source of income rather than a career. Many of the workers who leave these jobs transfer to other occupations, while others stop working to assume household responsibilities or to attend school full time. Workers under the age of 25 have traditionally filled a significant proportion of the lesser skilled jobs in this occupation. The pool of young workers is expected to continue to shrink through the 1990's and many employers will be forced to offer higher wages, better benefits, and more training to attract and retain workers in these jobs.

## Cost Estimators

Also known as Construction Estimators and Project Managers

### Description

Cost Estimators prepare cost estimates for manufacturing of products, construction projects, or services to aid management in bidding on or determining price of products or services. They may specialize according to a particular service performed or product produced (OES 219020).

### Training, Experience, and Other Requirements

Most recent hires have completed four years of college. Some recent hires have completed high school only. Most employers require prior experience. Promotions may lead to management positions. Almost all jobs are 40 hours per week. Willingness to work overtime may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$9.75 to \$12.00/hr	Median: \$12.00/hr
<b>New Hires/Exp'd:</b>	\$12.50 to \$22.00/hr	Median: \$18.75/hr
<b>Exp'd/After 3 Years:</b>	\$14.50 to \$26.00/hr	Median: \$20.00/hr

Most employers provide medical insurance and other benefits, including dental insurance, a paid vacation, and paid sick leave. Many also provide vision insurance.

### Getting the Training

Certificate programs range in length from six to twelve months. On-the-job training may also be available.

### Getting the Job

Most Cost Estimators in Napa County are employed by various construction related contractors. Most employers fill openings by hiring referrals from employees. Many also recruit applicants through newspaper advertisements.

**Key Terms:** Almost All (>75%), Most (51-75%), Many (35-50%), Some (10-34%), Few (<10%)

## Employment Information

**Occupation Size:** Medium. There are approximately 100 to 120 Cost Estimators currently employed in Napa County. Few in Napa County are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding inexperienced but qualified applicants and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience and a good outlook for those who are fully experienced.

## Very Important Qualifications for Job Entry

**Basic Skills:** Ability to work independently; verbal communication skills; ability to work as part of a team; writing skills; English grammar and spelling skills; ability to perform routine, repetitive work; ability to perform basic mathematical calculations.

**Physical Abilities:** Ability to sit continuously for 2 or more hours.

**Other Qualifications:** Ability to handle crisis situations; problem solving skills; attention to detail; organizational and time management skills; ability to plan and organize the work of others; ability to work under pressure; supervisory skills; record keeping skills; possess good DMV driving record.

## Nationwide Job Outlook

Employment is dependent primarily upon the level of construction and manufacturing activity. Growth of the construction industry, where about 58 percent are employed, will be the driving force behind the rising demand for cost estimators. Overall, employment is expected to increase faster than the average for all occupations through the year 2005. The fastest growing sectors of the construction industry will be in the construction and repair of highways and streets, bridges, and construction of more subway systems, airports, water and sewage systems, and electric powerplants and transmission lines. Job prospects should be best for those workers who have substantial experience in various phases of construction or a specialty craft or those with a degree in construction management, engineering, or architectural drafting. Employment in manufacturing should expand as output increases and as more firms use cost estimators to identify and control their operating costs.

## Crushing, Grinding & Mixing Machine Operators

### Description

Crushing, Grinding, Mixing and Blending Machine Operators and Tenders: Crushing, Grinding, and Polishing Machine Operators and Tenders operate or tend machines to crush or grind any of a wide variety of materials, such as coal, glass, plastic, dried fruit, grain, stone, chemicals, food, or rubber, or operate or tend machines that buff and polish materials or products, such as stone, glass, slate, plastic or metal trim, bowling balls, or eyeglasses. Mixing and Blending Machine Operators and Tenders operate or tend machines to mix or blend any of a wide variety of materials such as spices, dough batter, tobacco, fruit juices, chemicals, livestock feed, food products, color pigments, or explosive ingredients (OES 929650).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers report that they sometimes require prior experience. Most also report that they will sometimes accept training as a substitute for experience. Promotions generally lead to supervisory positions. Most jobs are 40 hours per week. Willingness to work temporary, on-call, or on a seasonal basis is important. Computer skills may be important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.25 to \$16.00/hr	Median: \$8.25/hr
<b>New Hires/Exp'd:</b>	\$8.25 to \$18.00/hr	Median: \$10.81/hr
<b>Exp'd/After 3 Years:</b>	\$9.00 to \$19.50/hr	Median: \$13.00/hr

Almost all employers provide medical insurance. Most also provide paid sick leave, paid vacation, dental insurance, life insurance, and a retirement plan.

### Getting the Training

Employers generally provide the training for this occupation.

### Getting the Job

Most Crushing, Grinding and Mixing Machine Operators in Napa County are employed in the wine industry. Few employers are union. Most employers recruit applicants through employee referrals and newspaper advertisements. Many also hire unsolicited applicants and use in-house promotion or transfer.

### Employment Information

**Occupation Size:** Very Large. There are approximately 300 to 445 Crushing, Grinding and Mixing Machine Operators currently employed in Napa County. About 11 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** Less than 5 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** Less than 5 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

### Very Important Qualifications for Job Entry

**Physical Abilities:** Ability to lift at least 50 lbs. repeatedly; ability to do strenuous, physically demanding work; ability to stand continuously for two or more hours; and ability to pass a pre-employment physical examination.

**Basic Skills:** Ability to work as part of a team; verbal communication skills; ability to work independently; ability to perform basic mathematical computations; and ability to perform routine, repetitive work.

**Other Qualifications:** Attention to detail; possess good DMV driving record; ability to work under pressure; trained in CPR and first aid techniques; ability to handle crisis situations; and willingness to participate in drug testing.

### Nationwide Job Outlook

Information Not Available

## Drafters

Also known as CAD Operators

### Description

Drafters prepare clear, complete, and accurate working plans and detail drawings from rough or detailed sketches or notes for engineering or manufacturing purposes according to specified dimensions. They utilize knowledge of various machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings (OES 225140).

### Training, Experience, and Other Requirements

Most recent hires have completed two to four years of college. Most employers require prior experience. With the appropriate education, promotions may lead to Architect or Engineer. Almost all jobs are 40 hours per week. Willingness to work on-call may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$8.75 to \$13.00/hr	Median: \$9.69/hr
<b>New Hires/Exp'd:</b>	\$10.00 to \$17.25/hr	Median: \$13.45/hr
<b>Exp'd/After 3 Years:</b>	\$14.00 to \$25.00/hr	Median: \$16.50/hr

Most employers provide medical insurance and other benefits, including paid sick leave, a paid vacation, and a retirement plan. Many also provide vision insurance. Some provide life insurance and dental insurance.

### Getting the Training

Certificate and degree programs range in length from one to two years and are usually followed by a period of on-the-job training.

### Getting the Job

Most Drafters in Napa County are employed by engineering and architectural firms. Most employers fill openings by hiring referrals from employees and/or recruit applicants through newspaper advertisements.

### Employment Information

**Occupation Size:** Small. There are approximately 50 to 60 Drafters currently employed in Napa County. About 22 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

### Very Important Qualifications for Job Entry

**Basic Skills:** Ability to work as part of a team; ability to work independently; English grammar and spelling skills; ability to perform basic mathematical calculations; verbal communication skills; ability to perform routine, repetitive work; writing skills.

**Physical Abilities:** Ability to sit continuously for 2 or more hours.

**Other Qualifications:** Attention to detail; problem solving skills; ability to work under pressure; ability to handle crisis situations; organizational and time management skills.

### Nationwide Job Outlook

Employment is expected to grow more slowly than the average for all occupations through the year 2005. Industrial growth and the increasingly complex design problems associated with new products and processes will increase the demand for drafting services. However, greater use of CAD equipment by architects and engineers, as well as drafters, is expected to offset some of this growth in demand. Although productivity gains from CAD have been relatively modest since CAD use became widespread, CAD technology continues to advance. CAD is expected to become an increasingly powerful tool, simplifying many traditional drafting tasks. Individuals who have at least 2 years of training in a technically strong drafting program and who have experience with CAD systems will have the best opportunities. Although growth in employment will create many job openings, most job openings are expected to arise as drafters retire or leave the labor force for other reasons.

## Electricians

### Description

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. Includes Protective Signal Installers and Repairers and Street Light Servicers (OES 872020).

### Training, Experience, and Other Requirements

Most recent hires have completed high school. Most employers report completion of an apprenticeship program is important. Most employers report that they usually require prior experience. Many also report they will sometimes accept training as a substitute for experience. Promotions may lead to supervisory or journey level positions. Most jobs are 40 hours per week. Many employers report that knowledge of computer equipment and basic computer skills are important.

### Wages and Fringe Benefits

#### NON-UNION:

<b>New Hires/Inexp'd:</b>	\$7.00 to \$14.00/hr	Median: \$9.99/hr
<b>New Hires/Exp'd:</b>	\$11.50 to \$16.75/hr	Median: \$15.00/hr
<b>Exp'd/After 3 Years:</b>	\$18.75 to \$23.00/hr	Median: \$20.50/hr

#### UNION:

<b>New Hires/Inexp'd:</b>	\$8.21 to \$17.24/hr	Median: \$17.17/hr
<b>New Hires/Exp'd:</b>	\$16.67 to \$24.17/hr	Median: \$17.24/hr
<b>Exp'd/After 3 Years:</b>	\$18.30 to \$27.00/hr	Median: \$20.75/hr

Almost all employers provide medical insurance and paid vacation. Most also provide a retirement plan, dental insurance, vision insurance, and paid sick leave.

### Getting the Training

Apprenticeship programs typically take five years to complete. Refer to the International Brotherhood of Electrical Workers and to the Napa & Solano Counties Building Trades for more information.

### Getting the Job

Most Electricians in Napa County are employed by electrical contracting services, large institutions, and municipal government. Many employers are union. Many employers recruit applicants through newspaper advertisements. Some also recruit using in-house promotion or transfer, and employee referrals.

### Employment Information

**Occupation Size:** Medium. There are approximately 115 to 140 Electricians currently employed in Napa County. About 3 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** Less than 5 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** Less than 5 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers report that they have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers.

### Very Important Qualifications for Job Entry

**Technical Skills:** Ability to implement safe work practices; ability to use reference materials (e.g. handbooks); understanding of electrical technology; certified apprenticeship program completion; ability to install electrical equipment; ability to splice fiber optic cables; ability to repair electrical regulators; shop math skills; ability to read blueprints; problem solving skills; ability to write effectively; and report writing skills.

**Physical Abilities:** Good vision; ability to use hands, arms, and fingers; ability to work in cramped/confined spaces; ability to stand continuously for 2 or more hours; ability to climb ladders; possession of good color perception; ability to lift 50 lbs. repeatedly; and ability to crawl under buildings.

**Basic Skills:** Ability to read and follow instructions; oral communication skills; ability to follow oral instructions; and ability to write legibly.

**Other Qualifications:** Ability to work independently; possession of mechanical aptitude; willingness to work with close supervision; possession of good DMV driving record; interpersonal skills; ability to provide own hand tools; and customer service skills.

### Nationwide Job Outlook

Employment of electricians is expected to increase about as fast as the average for all occupations through the year 2005. As the population and the economy grow, many electricians will be needed to install and maintain electrical devices and wiring in homes, factories, offices, and other structures. New technologies also are expected to continue to stimulate the demand for these workers.

## First Line Supervisors & Managers, Clerical

### Description

First Line Clerical Manager/Supervisors directly supervise and coordinate activities of clerical and administrative support workers. They are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. Some Manager/Supervisors may also engage, in part, in the same clerical work as the workers they supervise (510020).

### Training, Experience, and Other Requirements

Most recent hires have completed high school, plus some college or vocational training. Almost all employers require prior experience. Some jobs are filled by promoting from clerical or support positions. Promotions for Office Managers and Administrative Assistants may lead to higher level supervisory or management positions. Almost all jobs are 40 hours per week.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	Insufficient Data	
<b>New Hires/Exp'd:</b>	\$9.75 to \$19.25/hr	Median: \$14.29/hr
<b>Exp'd/After 3 Years:</b>	\$12.00 to \$21.75/hr	Median: \$15.77/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, dental insurance, life insurance, and a retirement plan. Most also provide vision insurance.

### Getting the Training

Certificate and degree programs range in length from one to two years.

### Getting the Job

Employers of all industries in Napa County employ Office Managers and Administrative Assistants. Almost all employers recruit applicants through newspaper advertisements. Some fill openings by hiring referrals from employees and/or through in-house promotion or transfer.

### Employment Information

**Occupation Size:** Very Large. There are approximately 605 to 740 Office Managers and Administrative Assistants currently employed in Napa County. About 64 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** 15-20 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding fully experienced applicants who meet their hiring standards. This indicates a good outlook for job seekers with prior experience.

### Very Important Qualifications for Job Entry

**Basic Skills:** Ability to work as part of a team; ability to perform basic mathematical calculations; verbal communication skills; writing skills; ability to work independently; English grammar and spelling skills; ability to perform routine, repetitive work.

**Physical Abilities:** Ability to sit continuously for 2 or more hours.

**Other Qualifications:** Organizational and time management skills; record keeping skills; ability to work under pressure; attention to detail; problem solving skills; ability to handle crisis situations; ability to plan and organize the work of others; supervisory skills.

### Nationwide Job Outlook

Employment is expected to grow about as fast as the average for all occupations through the year 2005. Although growth in the demand for clerical supervisors will generate many job openings, most openings will result from the need to replace experienced supervisors who transfer to other occupations or leave the labor force. Because the occupation is so large, replacement needs will create a large number of job openings. Employment of clerical supervisors is tied somewhat to the demand for clerical workers. More clerical work will be generated as organizations and the economy grow, especially the business and service sectors. As the amount of clerical work to be done continues to increase, more managers will be needed to coordinate this rising volume of work.



## First Line Supervisors, Agricultural, Forestry & Fishing

### Description

First Line Supervisors, Agricultural, Forestry, Fishing, and Related Occupations, directly supervise and coordinate the activities of agricultural, forestry, fishing and related workers. They may supervise helpers assigned to these workers. Manager/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition, Manager/Supervisors may also engage, in part, in the same agricultural work as the workers they supervise. Does not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision and report them in the occupations which are most closely related to their specific work duties (OES 720020).

### Training, Experience, and Other Requirements

Most recent hires have completed high school and some have completed some college courses. Most employers report they usually require prior work experience. Many also report they will sometimes accept training as a substitute for experience. Most employers do not promote from this position. Almost all jobs are at least 40 hours per week. Some positions may be seasonal. Willingness to work on-call and overtime is important. Some employers report that computer spreadsheet and word processing skills are important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$8.00 to \$16.00/hr	Median: \$11.99/hr
<b>New Hires/Exp'd:</b>	\$10.00 to \$20.00/hr	Median: \$14.10/hr
<b>Exp'd/After 3 Years:</b>	\$12.00 to \$22.00/hr	Median: \$17.13/hr

Almost all employers provide medical insurance, paid sick leave, and paid vacations. Most also provide dental insurance, life insurance, and a retirement plan.

### Getting the Training

Employers generally provide the training for this occupation.

### Getting the Job

Almost all First Line Supervisors, Agricultural & Forestry in Napa County are employed in the wine industry. Few employers are union. Most employers recruit applicants through newspaper advertisements and employee referrals.

## Employment Information

**Occupation Size:** Medium. There are approximately 70 to 85 Agricultural and Forestry Supervisors currently employed in Napa County. About 8 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10%).

**Projected Growth:** Less than 5 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 5 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers.

## Very Important Qualifications for Job Entry

**Technical Skills:** Ability to implement safe work practices.

**Physical Abilities:** Ability to tolerate noise and dust; ability to work outdoors in all weather conditions.

**Other Qualifications:** Ability to set work priorities; ability to work under pressure.

## Nationwide Job Outlook

Information Not Available

## Food Preparation Workers

### Description

Food Preparation Workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen (OES 650380).

### Training, Experience, and Other Requirements

Most recent hires have completed high school. Most employers do not require prior experience. Most Food Prep Cooks begin as Dishwashers or Bus Persons. Promotions may lead to Line Cook or supervisory positions. Most jobs are 40 hours per week. Some jobs are 20-30 hours per week. Willingness to work weekends, nights, overtime, and part-time may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$4.50 to \$8.00/hr	Median: \$6.00/hr
<b>New Hires/Exp'd:</b>	\$5.00 to \$9.75/hr	Median: \$7.02/hr
<b>Exp'd/After 3 Years:</b>	\$6.00 to \$13.00/hr	Median: \$8.50/hr

Many employers provide medical insurance. Some also provide a paid vacation and dental insurance. Some also provide medical insurance for part-time employees.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Most Food Prep Cooks in Napa County are employed by restaurants and delicatessens. Most employers fill openings through in-house promotion. Most also fill openings by hiring referrals from employees. Many recruit applicants through newspaper advertisements.

## Employment Information

**Occupation Size:** Very Large. There are approximately 1,030 to 1,255 Food Prep Cooks currently employed in Napa County. About 33 percent in California are female.

**Annual Turnover:** Estimated to be high (30-39 percent).

**Projected Growth:** 50 to 60 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** 35 to 40 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

## Very Important Qualifications for Job Entry

**Basic Skills:** Ability to work as part of a team; ability to perform routine, repetitive work; ability to work independently; verbal communication skills.

**Physical Abilities:** Ability to stand continuously for 2 or more hours; ability to lift at least 50 lbs.

**Other Qualifications:** Attention to detail; ability to work under pressure; ability to handle crisis situations.

## Nationwide Job Outlook

Job openings for cooks and other kitchen workers are expected to be excellent through the year 2005. Most openings will arise from the need to replace the relatively high proportion of workers who leave this very large occupation each year. There is substantial turnover in many of these jobs because their limited requirements for formal education and training allow easy entry, and the many part-time positions are attractive to persons seeking a short-term source of income rather than a career. Many of the workers who leave these jobs transfer to other occupations, while others stop working to assume household responsibilities or to attend school full time. Workers under the age of 25 have traditionally filled a significant proportion of the lesser skilled jobs in this occupation. The pool of young workers is expected to continue to shrink through the 1990's and many employers will be forced to offer higher wages, better benefits, and more training to attract and retain workers in these jobs.

## Gardeners & Groundskeepers, Except Farm

Also known as Maintenance Workers

### Description

Gardeners and Groundskeepers maintain grounds of public or private property, using hand/power tools or equipment. They may perform any combination of tasks, such as mowing, trimming, planting, watering, fertilizing, digging, raking, and sweeping. Additional duties may include minimal care and upkeep of buildings and equipment. They may plan and execute small-scale landscaping operations. They may dig and prepare graves. Does not include Groundskeepers who disseminate information to the public and patrol public parks to enforce rules and regulations and to detect fires (OES 790140).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers do not require prior experience. A few jobs are filled by promoting from Laborer or Maintenance Worker positions. Promotions may lead to supervisory positions or may take the form of self-employment. Almost all jobs are 40 hours per week. Some jobs are seasonal.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.50 to \$10.00/hr	Median: \$8.90/hr
<b>New Hires/Exp'd:</b>	\$7.50 to \$11.75/hr	Median: \$9.25/hr
<b>Exp'd/After 3 Years:</b>	\$9.50 to \$15.25/hr	Median: \$10.83/hr

Most employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, dental insurance, a retirement plan, life insurance, and vision insurance.

### Getting the Training

Certificate programs range in length from one to two years. Although employers generally provide on-the-job training for groundskeeping positions, skilled gardener positions often require additional education or training in horticulture.

### Getting the Job

Most Groundskeepers and Gardeners are employed by lawn and garden services, real estate and property management services, schools, and government agencies. Most employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements.

### Employment Information

**Occupation Size:** Large. There are approximately 265 to 325 Groundskeepers and Gardeners currently employed in Napa County. About 6 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** 10-15 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have no difficulty finding inexperienced but qualified applicants and little difficulty finding qualified applicants with prior experience. This indicates a very competitive outlook for job seekers without prior experience and a somewhat competitive outlook for those who are fully experienced.

### Very Important Qualifications for Job Entry

**Technical Skills:** Knowledge of gardening tools; lawn and garden care skills; possession of a valid driver's license; knowledge of horticulture; knowledge of pesticides and herbicides; sprinkler repair skills.

**Physical Abilities:** Ability to lift at least 75 lbs. repeatedly.

**Basic Skills:** Ability to follow oral instructions; ability to read and follow instructions; oral communication skills.

**Other Qualifications:** Ability to work independently; willingness to work with close supervision.

### Nationwide Job Outlook

Employment is expected to increase faster than the average for all occupations through the year 2005 in response to increasing demand for gardening and landscaping services. Furthermore, a large number of job openings are expected to result from the need to replace workers who transfer to other occupations or leave the labor force. Because wages for beginners are low and the work is physically demanding, many employers have difficulty attracting enough workers to fill all openings. Expected growth in the construction of commercial and industrial buildings, shopping malls, homes, highways, and parks and recreational facilities should stimulate demand for these workers.

## General Office Clerks

### Description

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined (OES 553470).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school plus some college or vocational training. Most employers do not require prior experience. Promotions for General Office Clerks may lead to higher level clerical or bookkeeping positions. Most jobs are part-time or on-call, 10-30 hours per week. Some jobs are 40 hours per week.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$10.00/hr	Median: \$7.18/hr
<b>New Hires/Exp'd:</b>	\$6.75 to \$10.50/hr	Median: \$8.50/hr
<b>Exp'd/After 3 Years:</b>	\$8.25 to \$12.00/hr	Median: \$10.13/hr

Almost all employers provide medical insurance and a paid vacation. Most also provide paid sick leave, dental insurance, and a retirement plan. Many provide life insurance. Some provide medical insurance for part-time employees.

### Getting the Training

Certificate programs range in length from six to twelve months. On-the-job training may also be available.

### Getting the Job

Employers in all industries in Napa County employ General Office Clerks, with about half of all jobs found in the education and government sectors. Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Many fill openings through in-house promotion.

## Employment Information

**Occupation Size:** Very Large. There are approximately 1,200 to 1,470 General Office Clerks currently employed in Napa County. About 81 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** 35-45 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** 20-25 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

## Very Important Qualifications for Job Entry

**Technical Skills:** Record keeping skills; alphabetic and numeric filing skills; English grammar, spelling, and punctuation skills; telephone answering skills; ability to type at least 45 wpm; ability to write effectively.

**Basic Skills:** Ability to read and follow instructions; oral communication skills; ability to write legibly; basic math skills.

**Other Qualifications:** Public contact skills; ability to work independently; ability to perform routine, repetitive work; willingness to work with close supervision; ability to work under pressure.

## Nationwide Job Outlook

Job opportunities should be quite favorable. The large size and high turnover of this occupation should produce a significant number of job openings. Jobseekers who have typing and other secretarial skills, basic computer skills, and knowledge of office machine operation, such as fax machines and copiers, should have the best opportunities. General office clerks should find many opportunities for part-time or temporary work, especially during peak business periods. General office clerks find work in virtually every kind of industry. Employment, therefore, is not dependent on the fortunes of any single sector of the economy. Employment is expected to grow about as fast as the average for all occupations through the year 2005 as more small businesses place a single office worker-frequently a general office clerk-in charge of all clerical work.

## Hazardous Materials Technicians

Also known as Haz-Mat Specialists and Field/Environmental Techs

### *Non-OES Occupational Outlook Survey*

#### Description

Hazardous Materials Technicians apply their knowledge of chemistry, physical science and hazardous materials in taking water and soil samples or in performing some combination of: collecting, handling, storing, transporting, recycling, disposing, safety, or sales related work dealing with hazardous materials.

#### Training, Experience, and Other Requirements

Almost all recent hires have completed high school plus vocational and/or on-the-job training. Most employers do not require prior experience. Increasingly, however, California employers consider two years of college and/or an Environmental Hazardous Materials Technology (EHMT) certificate to be very important. Working with hazardous materials can be an occupation, or it can be part of some other occupation which includes haz-mat related responsibilities. Promotions may lead to supervisory positions. Most jobs are 40 hours per week.

#### Wages and Fringe Benefits

Hazardous Materials Technicians in California generally earn between \$7.75 and \$21.00/hr or more, depending on the employer, the job, and their experience.

Some employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, a retirement plan, dental insurance, vision insurance, and life insurance.

#### Getting the Training

Certificate and degree programs in Hazardous Materials/Environmental Technology are provided by several Community Colleges in Northern California.

#### Getting the Job

Employment of Hazardous Materials Technicians can be found in many industries throughout California: government (city, county, state and fire); waste management firms; consulting services/firms (engineering, geology and biological science); pest control firms; wholesalers of chemical and petroleum products; manufacturers (various); and utility companies. Most employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees and/or by hiring unsolicited applicants.

## Employment Information

**Occupation Size:** Small. There are approximately 20 to 40 Hazardous Materials Technicians currently employed in Napa County. About 34 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** Job market analysts in California project rapid growth for this relatively small occupation. Specific growth and separations projections for Napa County are not available.

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for trained and qualified job seekers.

## Very Important Qualifications for Job Entry

**Appliance Recycling:** Use hand and power tools; apply basic math calculations; work effectively as a team member as well as independently; lift and move refrigerators using hands and forklifts; drive company vehicles.

**Asbestos Inspections:** Do complex calculations; write reports using clear language; do detail work with accuracy; perform effectively under stress or in emergencies.

**Asbestos Removal:** Understand and use blueprints, drawings or other detailed instructions; take exact measurements; understand and use basic arithmetic; work from scaffolds; apply haz-mat worker safety codes.

**Haz-Mat Specialists:** Use technical knowledge to do investigations and inspections; establish facts and draw conclusions based on information gathered; make decisions based on laws, regulations and personal knowledge; use both written and spoken communication to influence public officials, the public, and those responsible for hazardous waste.

**Chemical Waste Disposal:** Recognize and identify hazardous waste; work cooperatively as a team member; work efficiently under hazardous conditions; operate heavy equipment, forklifts and trucks.

## Nationwide Job Outlook

Employment of science-related technicians is expected to increase about as fast as the average for all occupations through the year 2005. Continued growth of scientific research and development and the production of technical products should spur demand for all science-related technicians.

## Heating, Air Conditioning & Refrigeration Mechanics

Also known as HVAC (Heating, Ventilation, and Air Conditioning) Technicians

### Description

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems (OES 859020).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school plus vocational training. Employers usually require prior experience. A few jobs are filled by promoting from Apprentice positions. Promotions may lead to supervisory positions. Almost all jobs are 40 hours per week. Willingness to work evenings and weekends may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$10.00/hr	Median: \$8.00/hr
<b>New Hires/Exp'd:</b>	\$10.00 to \$15.00/hr	Median: \$12.00/hr
<b>Exp'd/After 3 Years:</b>	\$14.00 to \$21.50/hr	Median: \$15.75/hr

Almost all employers provide medical insurance and a paid vacation. Most also provide a retirement plan. Many provide paid sick leave. Some also provide dental insurance, life insurance, and vision insurance.

### Getting the Training

Certificate and degree programs range in length from one to two years.

### Getting the Job

Most HVAC Service Technicians in Napa County are employed by plumbing, heating, and air conditioning service/repair firms. Most employers use a variety of methods to recruit applicants and/or fill openings: referrals from employees, newspaper advertisements, private vocational schools, and unsolicited walk-ins.

### Employment Information

**Occupation Size:** Medium. There are approximately 105 to 125 HVAC Service Technicians currently employed in Napa County. About 1 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 5-10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

### Very Important Qualifications for Job Entry

**Technical Skills:** Possession of a valid driver's license; problem solving skills; soldering skills; ability to read blueprints; sheet metal working skills; understanding of circuit design.

**Physical Abilities:** Ability to lift at least 100 lbs. repeatedly.

**Basic Skills:** Ability to read and follow instructions; basic math skills; oral communication skills; ability to write legibly.

**Other Qualifications:** Possession of a good DMV driving record; ability to work independently; public contact skills; ability to provide own hand tools.

### Nationwide Job Outlook

Job prospects are expected to be very good. In addition to jobs created by economic growth, thousands of openings will result from the need to replace workers who transfer to other occupations or leave the labor force. Although relatively few heating, air-conditioning, and refrigeration technicians transfer to other occupations, reflecting their lengthy investment in training and the relatively high wages and benefits in this trade, the number of retirements is expected to rise as more of these workers reach retirement age. As the population and economy grow and new residential, commercial, and industrial structures are built, more technicians will be needed to install and maintain climate control systems. Those who specialize in the installation of new systems may experience periods of unemployment when the level of construction activity declines.

## Home Health Care Workers

### Description

Home Health Care Workers care for elderly, convalescent, or handicapped persons in the homes of their patients. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications that are self-administered. Includes Certified Home Health Aides, Certified Nurse Assistants caring for patients in their homes, and uncertified Home Health Care Workers (OES 660110).

### Training, Experience, and Other Requirements

Most recent hires have completed high school. Certification is generally required for this occupation. Most employers report they usually require prior experience but will sometimes accept training as a substitute for experience. Promotions may lead to supervisory positions or, with additional education and training, to LVN or RN. Many jobs are 40 hours per week. Willingness to work part-time, temporary, or on-call, and the ability to do shift work is important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.00 to \$12.00/hr	Median: \$5.88/hr
<b>New Hires/Exp'd:</b>	\$6.00 to \$14.00/hr	Median: \$7.25/hr
<b>Exp'd/After 3 Years:</b>	\$7.00 to \$16.00/hr	Median: \$8.50/hr

Many employers provide medical insurance and dental insurance. Some also provide life insurance, paid vacation, paid sick leave, and a retirement plan.

### Getting the Training

Certificate programs range in length from three to six months.

### Getting the Job

Most Home Health Care Workers in Napa County are employed by hospitals and residential care facilities. Few employers are union. Almost all employers recruit applicants through newspaper advertisements and employee referrals. Some also recruit using private school referrals.

**Key Terms:** Almost All (>75%), Most (51-75%), Many (35-50%), Some (10-34%), Few (<10%)

## Employment Information

**Occupation Size:** Medium. There are approximately 95 to 115 Home Health Care Workers currently employed in Napa County. About 82 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 5-10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 5 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers report that they have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Very Important Qualifications for Job Entry

**Technical Skills:** Ability to care for elderly persons; ability to take vital signs; ability to read labels and instructions; ability to apply transferring techniques moving patients; ability to synthesize information; ability to prepare meals; ability to analyze data to solve problems; oral reading skills; ability to write effectively; certified to perform CPR; bondable; possession of a valid driver's license; and problem solving skills.

**Physical Abilities:** Good vision; good physical condition; possession of emotional stability; ability to pass a pre-employment physical examination; and ability to stand continuously for 2 or more hours.

**Basic Skills:** Ability to read and follow instructions; oral communication skills; and ability to write legibly.

**Other Qualifications:** Reliability and honesty; patience and understanding; ability to work independently; ability to deal effectively with difficult individuals; ability to apply common sense; listening skills; ability to handle crisis situations; caring and sympathetic attitude; adaptable; interpersonal skills; ability to make decisions; customer service skills; ability to work as part of a team; public contact skills; ability to exercise patience; creativity; and willingness to work with close supervision.

## Nationwide Job Outlook

A large number of job openings is expected for homemaker-home health aides, due to very rapid growth and very high turnover. Homemaker-home health aides is expected to be one of the fastest growing occupations through the year 2005.

## Hotel Desk Clerks

### Description

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests (OES 538080).

### Training, Experience, and Other Requirements

Most recent hires have completed high school. Many have completed some college courses. Most employers do not require prior experience. Promotions for may lead to supervisory positions. Most jobs are 40 hours per week. Some jobs are 16-30 hours per week. Willingness to work nights, weekends, and holidays, and the willingness to work part-time or on-call may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$8.50/hr	Median: \$7.00/hr
<b>New Hires/Exp'd:</b>	\$7.00 to \$10.00/hr	Median: \$7.00/hr
<b>Exp'd/After 3 Years:</b>	\$8.00 to \$10.00/hr	Median: \$8.50/hr

Most employers provide medical insurance and a paid vacation. Many also provide paid sick leave. Some provide dental insurance, life insurance, and a retirement plan. Few provide medical insurance for part-time employees.

### Getting the Training

Employers often provide on-the-job training for this occupation.

### Getting the Job

Most Hotel Desk Clerks in Napa County are employed by hotels, motels, and inns. Almost all employers recruit applicants through newspaper advertisements. Many employers fill openings by hiring referrals from employees or through in-house promotion.

## Employment Information

**Occupation Size:** Large. There are approximately 185 to 225 Hotel Desk Clerks currently employed in Napa County. About 62 percent in California are female.

**Annual Turnover:** Estimated to be high (30-39 percent).

**Projected Growth:** 15-20 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

## Very Important Qualifications for Job Entry

**Basic Skills:** Verbal communication skills; ability to work as part of a team; ability to work independently; ability to perform basic mathematical calculations; English grammar and spelling skills; ability to perform routine, repetitive work; writing skills.

**Physical Abilities:** Ability to stand continuously for 2 or more hours.

**Other Qualifications:** Attention to detail; ability to work under pressure; problem solving skills; organizational and time management skills; ability to handle crisis situations; record keeping skills.

## Nationwide Job Outlook

Employment is expected to grow faster than the average for all occupations through the year 2005 as more hotels, motels, and other lodging establishments are built and as occupancy rates rise. In addition, job opportunities should be relatively good because turnover is very high. Each year thousands of workers transfer to other occupations that offer better pay and advancement opportunities, and many more leave work altogether to assume family responsibilities, return to school, or for other reasons. Opportunities for part-time work should continue to be plentiful since the front desk is usually staffed 24 hours a day. Employment of hotel and motel desk clerks is sensitive to cyclical swings in the economy. During recessions, vacation and business travel declines, so job seekers have a more difficult time.



## Housekeeping Supervisors

### Description

Housekeeping Supervisors supervise work activities of cleaning personnel to insure clean, orderly and attractive rooms in commercial establishments such as hotels, hospitals, and educational institutions. They assign duties, inspect work, investigate complaints regarding housekeeping service and equipment and take corrective action. They may purchase housekeeping supplies and equipment, and take periodic inventories. They may screen applicants, train new employees and recommend dismissals (OES 610080).

### Training, Experience, and Other Requirements

Many recent hires have completed high school. Most employers report they sometimes require prior experience and will sometimes accept training as a substitute for experience. Promotions may lead to various other occupations within the industry. Almost all jobs are 40 hours per week. Some employers report that basic computer skills are important. Bilingual skills may also be important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$9.00/hr	Median: \$7.00/hr
<b>New Hires/Exp'd:</b>	\$7.00 to \$11.00/hr	Median: \$8.00/hr
<b>Exp'd/After 3 Years:</b>	\$8.00 to \$12.25/hr	Median: \$9.35/hr

Almost all employers provide medical insurance. Most provide a paid vacation. Many also provide paid sick leave and dental insurance. Some provide a retirement plan.

### Getting the Training

Employers generally provide the training for this occupation.

### Getting the Job

Most Housekeeping Supervisors in Napa County are employed in hotels, motels, hospitals, and other large institutions. Most employers are non-union. Most employers recruit applicants through in-house promotion or transfer and employee referrals. Many also recruit using newspaper advertisements.

### Employment Information

**Occupation Size:** Large. There are approximately 200 to 245 Housekeeping Supervisors currently employed in Napa County. About 27 percent in California are female; however, local surveys indicate that approximately three out of four in Napa County are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 5-10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** 5-10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers report little difficulty finding applicants that meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

### Very Important Qualifications for Job Entry

**Technical Skills:** Supervisory skills; and the ability to plan and organize the work of others.

**Basic Skills:** Oral communication skills; ability to read and follow instructions; and ability to write legibly.

**Other Qualifications:** Ability to work independently; ability to pay attention to detail; customer service skills; willingness to work with close supervision; and understanding of a variety of cultures.

### Nationwide Job Outlook

Employment of building janitors and cleaners and cleaning supervisors is expected to grow about as fast as the average for all occupations through the year 2005 as the number of office buildings, apartment houses, schools, factories, hospitals, and other buildings increases. Businesses providing janitorial and cleaning services on a contract basis are expected to be one of the fastest growing employers of janitors and cleaners and cleaning supervisors as firms try to reduce costs by hiring independent contractors. New technology is expected to have little effect on employment of janitors and cleaners. Robots now under development are limited to performing a single cleaning task and may not be usable in many places, particularly cluttered areas such as hotel and hospital rooms.

## Human Service Workers

Also known as Counselors

### Description

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Does not include Residential Counselors and Psychiatric Technicians (OES 273080).

### Training, Experience, and Other Requirements

Most recent hires have completed some college courses. Some have completed 4 years of college. Most employers require prior experience. Promotions may lead to supervisory or management positions. Most jobs are 40 hours per week. Many jobs are part-time or on-call, 18-25 hours per week. Willingness to work nights and weekends may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$7.00 to \$8.00/hr	Median: \$8.00/hr
<b>New Hires/Exp'd:</b>	\$7.00 to \$14.25/hr	Median: \$9.04/hr
<b>Exp'd/After 3 Years:</b>	\$9.00 to \$16.25/hr	Median: \$10.62/hr

Most employers provide medical insurance and other benefits including paid sick leave, a paid vacation, and dental insurance. Many also provide vision insurance and life insurance. Some provide a retirement plan. Some also provide medical insurance for part-time employees.

### Getting the Training

Certificate and degree programs in Social and Human Services range in length from one to two years. On-the-job training may also be available.

### Getting the Job

Most Human Service Workers in Napa County are employed by social service agencies and residential care facilities. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings through in-house promotion or transfer. Many fill openings by hiring referrals from the Employment Development Department.

### Employment Information

**Occupation Size:** Medium. There are approximately 110 to 135 Human Service Workers currently employed in Napa County. About 63 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

### Very Important Qualifications for Job Entry

**Basic Skills:** Ability to work as part of a team; verbal communication skills; writing skills; English grammar and spelling skills; ability to work independently.

**Physical Abilities:** Ability to pass a pre-employment medical exam.

**Other Qualifications:** Attention to detail; ability to handle crisis situations; problem solving skills; record keeping skills; possess good DMV driving record; trained in CPR and first aid techniques; organizational and time management skills; ability to work under pressure; multi-cultural familiarity.

### Nationwide Job Outlook

Job opportunities are expected to be excellent for qualified applicants. The number of human services workers is projected to more than double between 1992 and 2005. This will put it among the most rapidly growing occupations. Also, the need to replace workers who retire or stop working for other reasons will create additional job opportunities. However, these jobs are not attractive to everyone because the work is emotionally draining and most offer relatively poor pay. Opportunities are expected to be best in job training programs, residential settings, and private social service agencies, which include such services as adult daycare and meal delivery programs. Demand for these services will expand with the growing number of older people, who are more likely to need services. In addition, human services workers will continue to be needed to provide services to the mentally impaired and developmentally disabled, those with substance abuse problems, and a wide variety of others.

## Insurance Policy Processing Clerks

Also known as Customer Service Representatives

### Description

Insurance Policy Processing Clerks process applications for, changes to, reinstatements of, and cancellations of insurance policies. Their duties include reviewing insurance applications to insure that all questions have been answered, compiling data on changes of insurance policies, changing policy records to conform to insured party's specifications, compiling data on lapsed insurance policies to determine automatic reinstatement according to company policies, canceling insurance policies as requested by agents, and verifying the accuracy of insurance company records. Does not include Claims or Bank Clerks (OES 533140).

### Training, Experience, and Other Requirements

Most recent hires have completed one to two years of college. Most employers do not require prior experience. A few jobs are filled by promoting from positions such as File Clerk. Promotions may lead to supervisory positions, or to occupations such as Claims Representative or Underwriter. Almost all jobs are 35-40 hours per week.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$10.50/hr	Median: \$8.03/hr
<b>New Hires/Exp'd:</b>	\$8.25 to \$12.75/hr	Median: \$9.97/hr
<b>Exp'd/After 3 Years:</b>	\$10.00 to \$14.50/hr	Median: \$13.95/hr

Almost all employers provide medical insurance. Many also provide a paid vacation, paid sick leave, life insurance, and a retirement plan.

### Getting the Training

Certificate programs range in length from six to twelve months. On-the-job training may also be available.

### Getting the Job

Insurance Policy Processing Clerks are generally found in larger insurance companies/offices. Almost all employers fill openings by hiring referrals from employees. Most also fill openings through in-house promotion or transfer.

### Employment Information

**Occupation Size:** Small. There are approximately 30 to 50 Insurance Policy Processing Clerks currently employed in Napa County. About 77 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** The growth rate is projected to be stable (no significant change) through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding inexperienced but qualified applicants and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience and a good outlook for those who are fully experienced.

### Very Important Qualifications for Job Entry

**Technical Skills:** Telephone answering skills; alphabetic and numeric filing skills; ability to perform detailed clerical work; ability to write effectively; ability to interpret policy coverage; record keeping skills; understanding of insurance terminology; ability to complete and explain insurance forms.

**Basic Skills:** Ability to read and follow instructions; oral communication skills; ability to write legibly; basic math skills.

**Other Qualifications:** Ability to work independently; willingness to work with close supervision.

### Nationwide Job Outlook

Employment of insurance processing clerks is expected to grow faster than the average as computerization increases their importance in providing customer service to the increasing number of policyholders. Within this group, employment of adjusters and claim clerks will increase more rapidly than employment of policy processing clerks because they have much more interpersonal contact, which cannot be automated. The number of job openings for workers in the insurance industry should not fluctuate greatly from year to year. This industry, particularly the health insurance component, is less sensitive to cyclical swings in the economy than most industries.

## Janitors & Cleaners

Also known as Custodians and Maintenance Workers

### Description

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They may perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalks (OES 670050).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers do not require prior experience. Some employers report that possession of a good DMV driving record is in short supply. Promotions may lead to supervisory positions or may take the form of self-employment. Most jobs are 40 hours per week. Some jobs are 20-25 hours per week. Willingness to work weekends, overtime, and on-call may be important for job entry. Willingness to participate in drug testing is also important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$8.25/hr	Median: \$7.20/hr
<b>New Hires/Exp'd:</b>	\$6.25 to \$9.50/hr	Median: \$7.75/hr
<b>Exp'd/After 3 Years:</b>	\$7.00 to \$11.00/hr	Median: \$10.00/hr

Most employers provide medical insurance and other benefits, including dental insurance and a paid vacation. Many also provide vision insurance, paid sick leave, and a retirement plan. Some provide medical insurance for part-time employees.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Most Janitors and Cleaners in Napa County are employed by janitorial/maintenance companies, schools, and government agencies. Almost all employers recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from employees and/or the Employment Development Department.

## Employment Information

**Occupation Size:** Very Large. There are approximately 715 to 875 Janitors and Cleaners currently employed in Napa County. About 26 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 20-25 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** 15-20 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding inexperienced but qualified applicants and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience and a good outlook for those who are fully experienced.

## Very Important Qualifications for Job Entry

**Basic Skills:** Ability to work as part of a team; ability to perform routine, repetitive work; ability to work independently; verbal communication skills; English grammar and spelling skills.

**Physical Abilities:** Ability to stand continuously for 2 or more hours; ability to lift at least 10 lbs; ability to pass a pre-employment medical exam; ability to do strenuous, physically demanding work.

**Other Qualifications:** Attention to detail; possess good DMV driving record; ability to work under pressure; organizational and time management skills; problem solving skills.

## Nationwide Job Outlook

Employment of janitors is expected to grow about as fast as the average for all occupations through the year 2005 as the number of office buildings, apartment houses, schools, factories, hospitals, and other buildings increases. The need to replace workers who transfer to other occupations or leave the labor force will create most job openings. The occupation is easy to enter since there are few requirements for formal education and training, turnover is high, and part-time and temporary jobs are plentiful. New technology is expected to have little effect on employment of janitors and cleaners. Robots now under development are limited to performing a single cleaning task and may not be usable in many places, particularly cluttered areas such as hotel and hospital rooms.

## Laboratory Technicians, Winery

Also known as Enologists (entry level)

### *Non-OES Occupational Outlook Survey*

#### Description

Laboratory Technicians, Winery, conduct and analyze laboratory/quality control tests as prescribed by company procedures and, when applicable, ensure compliance with State and Federal regulations. This is the entry level position.

#### Training, Experience, and Other Requirements

Almost all recent hires have completed four years of college. Most employers report they usually require prior experience. Most also report they will sometimes accept training as a substitute for experience. Promotions may lead to Assistant Winemaker or supervisory positions. Most jobs are 40 hours per week. Some positions are seasonal. Almost all employers report that computer spreadsheet skills are important. Most also report computer word processing and database skills are important.

#### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$8.00 to \$14.00/hr	Median: \$10.50/hr
<b>New Hires/Exp'd:</b>	\$9.00 to \$18.00/hr	Median: \$12.00/hr
<b>Exp'd/After 3 Years:</b>	\$12.00 to \$25.00/hr	Median: \$14.38/hr

Almost all employers provide medical insurance, dental insurance, paid sick leave, paid vacation, and a retirement plan. Most also provide life insurance and vision insurance.

#### Getting the Training

Many colleges and universities provide degree programs in Chemistry and some offer programs in Enology.

#### Getting the Job

Almost all employers are non-union. Almost all employers recruit applicants through newspaper advertisements. Most recruit through employee referrals and many use public school or program referrals.

#### Employment Information

**Occupation Size:** Large. There are approximately 140 to 325 Winery Lab Technicians currently employed in Napa County. About 45 percent in Napa County are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** Most survey respondents expect their employment for this occupation to remain stable over the next three years.

**Projected Separations:** Insufficient Data

**Supply-Demand:** Employers generally have some difficulty finding applicants that meet their hiring standards. This indicates a good outlook for qualified job seekers.

#### Very Important Qualifications for Job Entry

**Technical Skills:** Knowledge of Enology; ability to perform laboratory functions; ability to synthesize information; ability to analyze data and solve problems; ability to write effectively; record keeping skills; problem solving skills; and ability to supervise the work of others.

**Physical Abilities:** Ability to lift at least 20 lbs. repeatedly; good vision; good sense of taste and smell.

**Basic Skills:** Oral communication skills; ability to read and follow instructions; ability to write legibly; basic math skills; ability to follow oral instructions; and ability to think logically.

**Other Qualifications:** Interpersonal skills; ability to make decisions; ability to report events and/or outcomes; and ability to work independently.

#### Nationwide Job Outlook

Data Not Available

## Licensed Vocational Nurses

Also known as LVNs and Charge Nurses

### Description

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions (OES 325050).

### Training, Experience, and Other Requirements

Licensing is required for this occupation; contact the State Board of Vocational Nursing for information. Almost all recent hires have completed one to two years of college or vocational training. Most employers require prior experience. With additional education, promotions may lead to Registered Nurse. Most jobs are 40 hours per week. Some jobs are part-time or on-call, 16-32 hours per week. Willingness to work weekends, nights, and overtime may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$11.50 to \$14.00/hr	Median: \$12.18/hr
<b>New Hires/Exp'd:</b>	\$11.50 to \$16.00/hr	Median: \$12.75/hr
<b>Exp'd/After 3 Years:</b>	\$12.00 to \$18.25/hr	Median: \$15.01/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation and paid sick leave. Most also provide a retirement plan. Many provide dental insurance. Some provide vision insurance and life insurance. Some also provide medical insurance for part-time employees.

### Getting the Training

Certificate programs range in length from one to two years.

### Getting the Job

Most Licensed Vocational Nurses in Napa County are employed by hospitals and skilled nursing facilities. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees. Many fill openings by hiring unsolicited applicants and/or through in-house promotion.

**Key Terms:** Almost All (>75%), Most (51-75%), Many (35-50%), Some (10-34%), Few (<10%)

## Employment Information

**Occupation Size:** Very Large. There are approximately 355 to 430 Licensed Vocational Nurses currently employed in Napa County. About 88 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Very Important Qualifications for Job Entry

**Basic Skills:** English grammar and spelling skills; writing skills; verbal communication skills; ability to work as part of a team; ability to work independently; ability to perform basic mathematical calculations; ability to perform routine, repetitive work.

**Physical Abilities:** Ability to pass a pre-employment medical exam; ability to lift at least 50 lbs; ability to do strenuous, physically demanding work; ability to stand continuously for 2 or more hours.

**Other Qualifications:** Trained in CPR and first aid techniques; record keeping skills; organizational and time management skills; problem solving skills; ability to handle crisis situations; ability to work under pressure; multi-cultural familiarity; attention to detail; supervisory skills.

## Nationwide Job Outlook

Employment is expected to increase faster than the average for all occupations through the year 2005, in response to the long-term care needs of a rapidly growing population of seniors and to the general growth of health care. Replacement needs will be the main source of job openings. Nursing homes will offer the most new jobs as the number of aged and disabled persons in need of long-term care rises rapidly. Very rapid growth is also expected in such residential care facilities as board and care homes, old age homes, and group homes for the mentally retarded, as well as in home health care services. Employment is projected to grow very rapidly in physicians' offices and clinics, including health maintenance organizations.

## Lodging Managers

### Description

Lodging Managers plan, organize, direct, control, or coordinate activities of an organization or department that provides lodging such as hotels, motels, or tourist courts (OES 150262).

### Training, Experience, and Other Requirements

Most recent hires have completed college level course work. Most employers report they usually require prior experience but will sometimes accept training as a substitute for experience. Promotions generally lead to higher level management or administrative positions. Most jobs are 40-45 hours per week. Most employers report that basic computer skills are important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.50 to \$13.00/hr	Median: \$7.75/hr
<b>New Hires/Exp'd:</b>	\$6.50 to \$14.50/hr	Median: \$9.50/hr
<b>Exp'd/After 3 Years:</b>	\$7.50 to \$19.25/hr	Median: \$11.75/hr

Most employers provide medical insurance and a paid vacation. Many also provide dental insurance.

### Getting the Training

Employers provide some training for this occupation. Colleges and universities also degree programs in Business.

### Getting the Job

Most Lodging Managers in Napa County are employed by hotels and motels. Few employers are union. Most employers recruit through newspaper advertisements and employee referrals.

**Key Terms:** Almost All (>75%), Most (51-75%), Many (35-50%), Some (10-34%), Few (<10%)

## Employment Information

**Occupation Size:** Medium. There are approximately 80 to 95 Lodging Managers currently employed in Napa County. About 40 percent in California are female; however, local surveys indicate that about 60 percent in Napa County are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** Less than 5 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 5 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers report some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers.

## Very Important Qualifications for Job Entry

**Technical Skills:** Ability to manage an activity or department; ability to plan and organize the work of others; problem solving skills; business math skills; ability to write effectively; recordkeeping skills; ability to hire and assign personnel; and ability to maintain financial records.

**Basic Skills:** Oral communication skills; ability to read and follow instructions; and ability to write legibly.

**Other Qualifications:** Ability to work independently; public contact skills; ability to work under pressure; customer service skills; and willingness to work under close supervision.

## Nationwide Job Outlook

Job opportunities are expected to be good for persons who have college degrees in hotel or restaurant management. Employment of salaried hotel managers is expected to grow faster than the average for all occupations through the year 2005. Business travel will continue to grow, and increased domestic and foreign tourism will also create demand for additional hotels and motels. However, manager jobs are not expected to grow as rapidly as in the past because an increasing share of the hotel industry will be comprised of economy properties, which generally have fewer managers than full-service hotels. In the face of financial constraints, guests are becoming more bargain-conscious, and hotel chains are increasing the number of rooms in economy class hotels. Economy hotels offer clean, comfortable rooms and front desk services without costly extras like restaurants and room service. Because there are not as many departments in each hotel, fewer managers are needed on the hotel premises.

## Maids & Housekeeping Cleaners

### Description

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture (OES 670020).

### Training, Experience, and Other Requirements

Many recent hires have completed high school. Most employers do not require prior experience. Promotions may lead to supervisory or management positions. Almost all jobs are 40 hours per week. Some jobs are 10-30 hours per week. Willingness to work weekends and holidays may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$4.75 to \$7.00/hr	Median: \$5.50/hr
<b>New Hires/Exp'd:</b>	\$5.50 to \$7.00/hr	Median: \$5.50/hr
<b>Exp'd/After 3 Years:</b>	\$6.00 to \$8.50/hr	Median: \$7.50/hr

Most employers provide medical insurance and other benefits, including a paid vacation and dental insurance. Many also provide paid sick leave and life insurance. Some provide medical insurance for part-time employees.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Most Maids and Housekeeping Cleaners in Napa County are employed by Hotels, Motels, and Bed & Breakfast Inns. Almost all employers fill openings by hiring referrals from employees. Most recruit applicants through newspaper advertisements. Most also fill openings by hiring unsolicited applicants.

### Employment Information

**Occupation Size:** Very Large. There are approximately 560 to 680 Maids and Housekeeping Cleaners currently employed in Napa County. About 78 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** 35-45 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** 5-10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have no difficulty finding applicants who meet their hiring standards. This indicates a very competitive outlook for job seekers.

### Very Important Qualifications for Job Entry

**Physical Abilities:** Ability to lift 50 lbs. repeatedly.

**Basic Skills:** Ability to read and follow instructions; ability to follow oral instructions.

**Other Qualifications:** Ability to work independently; willingness to work with close supervision.

### Nationwide Job Outlook

Employment is expected to grow about as fast as the average for all occupations through the year 2005. The need to replace workers who transfer to other occupations or leave the labor force will create most job openings. The occupation is easy to enter since there are few requirements for formal education and training, turnover is high, and part-time and temporary jobs are plentiful. New technology is expected to have little effect on this occupation.



## Maintenance Repairers, General Utility

### Description

Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work (OES 851320).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers require prior experience. A few jobs are filled by promoting from Helper or Apprentice positions. Promotions may lead to supervisory positions. Almost all jobs are 40 hours per week. Willingness to work nights, weekends, and holidays may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.50 to \$10.50/hr	Median: \$8.00/hr
<b>New Hires/Exp'd:</b>	\$7.50 to \$15.00/hr	Median: \$10.05/hr
<b>Exp'd/After 3 Years:</b>	\$8.75 to \$17.25/hr	Median: \$12.00/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, and dental insurance. Most also provide life insurance and a retirement plan. Many provide vision insurance.

### Getting the Training

While most Building Maintenance Workers have traditionally acquired their skills through on-the-job training, courses in carpentry, plumbing, and electrical work are also helpful.

### Getting the Job

Most Building Maintenance Workers in Napa County are employed by wineries, hotels and other lodging facilities, and schools. Almost all employers recruit applicants through newspaper advertisements. Most fill openings by hiring referrals from employees.

**Key Terms:** Almost All (>75%), Most (51-75%), Many (35-50%), Some (10-34%), Few (<10%)

### Employment Information

**Occupation Size:** Very Large. There are approximately 600 to 730 Building Maintenance Workers currently employed in Napa County. About 5 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** 25-30 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding inexperienced but qualified applicants and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience and a good outlook for those who are fully experienced.

### Very Important Qualifications for Job Entry

**Technical Skills:** Ability to operate power hand tools; electrical repair skills; plumbing repair skills; carpentry repair skills; painting skills; ability to repair and install heating and air-conditioning equipment; record keeping skills; ability to read blueprints; ability to do cement work; problem solving skills; arc welding skills.

**Physical Abilities:** Ability to lift at least 50 lbs. repeatedly.

**Basic Skills:** Ability to read and follow instructions; ability to write legibly; oral communication skills; basic math skills.

**Other Qualifications:** Ability to work independently; willingness to work with close supervision; ability to provide own hand tools; interpersonal skills.

### Nationwide Job Outlook

Employment growth is expected to be faster than the average for all occupations through the year 2005 and will occur as the number of office and apartment buildings, stores, schools, hospitals, hotels, and factories increases. Although the pace of construction of these facilities is expected to be slower than in the past, many opportunities arise because this is a large occupation with significant turnover, and many replacements are needed for those who leave the occupation. General maintenance mechanics who work in manufacturing industries may be laid off during recessions. Most in this occupation, however, work in relatively stable nonmanufacturing industries and are not usually subject to layoff.

## Marketing, Advertising & Public Relations Managers

Also known as Account Executives and Account Managers

### Description

Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis (OES 130110).

### Training, Experience, and Other Requirements

Almost all recent hires have completed four years of college, although a manager in a public relations firm will usually have different training and experience than a manager in an advertising firm. Most employers require prior experience. A few jobs are filled by promoting from clerical or support positions. Promotions may lead to higher level management positions. Almost all jobs are 40 hours (or more) per week.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$7.00 to \$10.75/hr	Median: \$8.84/hr
<b>New Hires/Exp'd:</b>	\$8.75 to \$14.25/hr	Median: \$11.39/hr
<b>Exp'd/After 3 Years:</b>	\$12.75 to \$21.75/hr	Median: \$15.93/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, a retirement plan, and life insurance. Most also provide dental insurance. Some provide vision insurance.

### Getting the Training

Many colleges and universities offer undergraduate programs in marketing, advertising, and public relations.

### Getting the Job

About half of the Marketing, Advertising and Public Relations Managers in Napa County are employed by wineries. The remainder of the employment is found in a wide variety of industries, generally with employers large enough to have a marketing, advertising, or public relations department. Most employers recruit applicants through newspaper advertisements and/or fill openings through in-house promotion or transfer.

**Key Terms:** Almost All (>75%), Most (51-75%), Many (35-50%), Some (10-34%), Few (<10%)

## Employment Information

**Occupation Size:** Large. There are approximately 290 to 350 Marketing, Advertising, and Public Relations Managers currently employed in Napa County. About 34 percent in California are female.

**Annual Turnover:** Estimated to be very high (40 percent or more).

**Projected Growth:** 15-20 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** 5-10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers.

## Very Important Qualifications for Job Entry

**Technical Skills:** Verbal presentation skills; ability to write effectively; ability to manage an activity or department; ability to apply marketing techniques; media advertising sales skills; ability to analyze and use market research; supervisory skills; telephone sales skills.

**Basic Skills:** Oral communication skills; ability to write legibly; basic math.

**Other Qualifications:** Ability to maintain good business relations; ability to maintain good customer relations; ability to manage multiple priorities; ability to work independently; ability to meet deadlines; ability to manage unexpected situations; ability to work under pressure; interpersonal skills; ability to work as part of a team; imagination and creativity; willingness to travel.

## Nationwide Job Outlook

Employment is expected to increase faster than the average for all occupations through the year 2005. Increasingly, intense domestic and global competition in products and services offered to consumers should require greater marketing, promotional, and public relations efforts. Management and public relations firms may experience particularly rapid growth as businesses increasingly hire contractors for these services rather than support additional full-time staff. Many other job openings will occur each year as a result of managers moving into top management positions, transferring to other jobs, or leaving the labor force. College graduates with extensive experience, a high level of creativity, and strong communication skills should have the best job opportunities. Employment is expected to grow much faster than average in most business services industries, while average growth is projected in manufacturing industries overall.

## Medical Assistants

### Description

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties (OES 660050).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school plus some college or vocational training. Most employers do not require prior experience, although certification as a Medical Assistant is generally required. Promotions may lead to Office Manager or, with additional education, to other healthcare services occupations. Most jobs are 36-40 hours per week. Some jobs are 10-30 hours per week. Willingness to work on-call or part-time, and the willingness to work nights, weekends, and holidays may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.75 to \$11.00/hr	Median: \$8.00/hr
<b>New Hires/Exp'd:</b>	\$8.00 to \$13.50/hr	Median: \$9.00/hr
<b>Exp'd/After 3 Years:</b>	\$9.00 to \$15.50/hr	Median: \$11.50/hr

Most employers provide medical insurance. Almost all provide a paid vacation, paid sick leave, and a retirement plan. Some also provide dental insurance, vision insurance, and life insurance. Some provide medical insurance for part-time employees.

### Getting the Training

Certificate and degree programs range in length from six months to two years.

### Getting the Job

Most Medical Assistants in Napa County are employed in physician's offices and medical clinics. Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Many recruit applicants through public schools and training programs.

### Employment Information

**Occupation Size:** Medium. There are approximately 95 to 115 Medical Assistants currently employed in Napa County. About 75 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

### Very Important Qualifications for Job Entry

**Technical Skills:** Knowledge of medical terminology; ability to apply sterilization techniques; understanding of inventory techniques; telephone answering skills; possession of a medical assistant certificate; ability to write effectively.

**Physical Abilities:** Ability to stand continuously for 2 or more hours.

**Basic Skills:** Ability to read and follow instructions; ability to write legibly; oral communication skills; basic math skills.

**Other Qualifications:** Ability to work independently; ability to handle crisis situations; willingness to work with close supervision.

### Nationwide Job Outlook

Employment of medical assistants is expected to grow much faster than the average for all occupations through the year 2005 as the health services industry expands. Employment growth will be driven by growth in the number of group and other health care practices that use support personnel. Medical assistants primarily work in outpatient settings, where fast growth is expected. Most job openings, however, will result from the need to replace experienced assistants who leave the occupation. In view of the high turnover as well as the preference of many physicians for trained personnel, job prospects should be excellent for medical assistants with formal training or experience, particularly those with certification.

## Multimedia Design & Production Specialists

### *Non-OES Occupational Outlook Survey*

#### Description

Multimedia design and production specialists use computers to create multimedia products which are then distributed on electronic media including television, kiosk, cd rom, the Internet and the world wide web, and print media. Products produced include design and development of online web sites, educational and promotional materials, and interactive multimedia products. Multimedia specialists use a variety of tools and techniques, including graphic design, video production, animation, text, desktop publishing, audio production and database software to create the product for media distribution.

#### Training, Experience, and Other Requirements

Most recent hires have completed at least 2 years of college. Most employers report they usually require prior experience and will sometimes accept training as a substitute for experience. Promotions may lead to supervisory positions. Many jobs are 40 hours per week. Willingness to work part-time, temporary, or on-call is important. Many employers report computer word processing, desktop publishing, and graphics skills are important.

#### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.00 to \$10.00/hr	Median: \$6.50/hr
<b>New Hires/Exp'd:</b>	\$7.00 to \$15.00/hr	Median: \$10.00/hr
<b>Exp'd/After 3 Years:</b>	\$10.00 to \$25.00/hr	Median: \$12.75/hr

Many employers provide medical insurance and paid vacation. Some also provide paid sick leave.

#### Getting the Training

Training can be varied but does require a sound background in computers and software.

#### Getting the Job

Multimedia Design and Production Specialists in Napa County are employed in a wide range of businesses utilizing multimedia technology in the production of goods and services. Freelance work is common. Few employers are union. Most employers recruit using newspaper advertisements. Many also recruit through employee referrals and private employment agencies.

#### Employment Information

**Occupation Size:** Small. About 50 percent in Napa County are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** About half of the survey respondents expect their employment in this occupation to grow over the next 3 years.

**Projected Separations:** Insufficient Data

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

#### Very Important Qualifications for Job Entry

**Technical Skills:** Understanding and a working knowledge of computer and electronic devices, software, and tools; understanding of basics of design; and creativity. Further technical skills vary according to the specific requirements of specialties within the multimedia industry.

**Basic Skills:** Organizational skills; ability to work as part of a team; ability to use the computer tools required to complete a given project; ability to quickly and accurately understand the goals and objectives of the project; ability to clearly communicate ideas; and ability to meet deadlines.

**Other Qualifications:** Willingness and ability to frequently seek employment on new projects; willingness and ability to join projects without much advanced notice; willingness and ability to continually update skills by learning new tools and techniques; passion for the work; sense of humor; patience; and an expertise in one or a few areas as well as a general understanding of as many areas as possible.

#### Nationwide Job Outlook

Data Not Available

## Nurse Aides

Also known as CNAs (Certified Nursing Assistants)

### Description

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include Psychiatric Aides and Home Health Aides (OES 660080).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school and some vocational training. Most employers do not require prior experience, but many require certification as a Nursing Assistant. With additional education or training, promotions may lead to other healthcare services occupations such as Licensed Vocational Nurse. Most jobs are 40 hours per week. Some jobs are 15-20 hours per week. Willingness to work weekends, on-call, part-time, and nights may be important for job entry. Willingness to participate in drug testing is also important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$7.00/hr	Median: \$6.25/hr
<b>New Hires/Exp'd:</b>	\$6.25 to \$7.50/hr	Median: \$6.60/hr
<b>Exp'd/After 3 Years:</b>	\$6.75 to \$10.50/hr	Median: \$7.71/hr

Almost all employers provide medical insurance and a paid vacation. Most also provide paid sick leave. Many provide dental insurance and a retirement plan. Some provide vision insurance and life insurance. Few provide medical insurance for part-time employees.

### Getting the Training

Certificate programs range in length from three to six months. On-the-job training may also be available.

### Getting the Job

Most Nursing Assistants in Napa County are employed by skilled nursing facilities and hospitals. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees. Many fill openings by hiring referrals from schools and training providers and/or through in-house promotion or transfer.

## Employment Information

**Occupation Size:** Very Large. There are approximately 485 to 595 Nursing Assistants currently employed in Napa County. About 82 percent in California are female.

**Annual Turnover:** Estimated to be high (30-39 percent).

**Projected Growth:** 10-15 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

## Very Important Qualifications for Job Entry

**Basic Skills:** Ability to work as part of a team; ability to perform routine, repetitive work; verbal communication skills; ability to work independently; writing skills; English grammar and spelling skills.

**Physical Abilities:** Ability to pass a pre-employment medical exam; ability to do strenuous, physically demanding work; ability to lift at least 50 lbs.

**Other Qualifications:** Trained in CPR and first aid techniques; organizational and time management skills; attention to detail; problem solving skills; ability to handle crisis situations; ability to work under pressure; record keeping skills.

## Nationwide Job Outlook

Job prospects should be very good through the year 2005. Employment of nursing aides is expected to grow much faster than the average for all occupations in response to an emphasis on rehabilitation and the long-term care needs of a rapidly growing population of those 75 years old and older. Employment will increase as a result of the expansion of nursing homes and other long-term care facilities for people with chronic illnesses and disabling conditions, many of whom are elderly. Employment will also increase due to modern medical technology which increases the need for the extended care provided by aides. As a result, nursing and personal care facilities are expected to grow very rapidly and to provide most of the new jobs for nursing aides. Employment also is expected to grow very rapidly in residential care facilities. Replacement needs will constitute the major source of openings for aides. Turnover is high, a reflection of modest entry requirements, low pay, and lack of advancement opportunities.

**Key Terms:** Almost All (> 75%), Most (51-75%), Many (35-50%), Some (10-34%), Few (< 10%)

## Packaging & Filling Machine Operators

Also known as Bottlers

### Description

Packaging and Filling Machine Operators and Tenders operate or tend machines, such as filling machines, casing running machines, ham rolling machines, preservative filling machines, baling machines, wrapping machines, and stuffing machines, to prepare industrial or consumer products, such as gas cylinders, meat and other food products, tobacco, insulation, ammunition, stuffed toys and athletic equipment, and upholstered pads, as end products or for storage and shipment (OES 929740).

### Training, Experience, and Other Requirements

Most recent hires have completed high school. Most employers do not require prior experience. Promotions may lead to cellar production or supervisory positions. Most jobs are 40 hours per week. Many are part-time or seasonal.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.50 to \$11.75/hr	Median: \$7.63/hr
<b>New Hires/Exp'd:</b>	\$7.25 to \$12.00/hr	Median: \$10.12/hr
<b>Exp'd/After 3 Years:</b>	\$8.50 to \$15.00/hr	Median: \$12.08/hr

Most employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, a retirement plan, dental insurance, and life insurance. Many also provide vision insurance. Some provide child care. Few provide medical insurance for part-time employees.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Most Packaging and Filling Machine Operators in Napa County are employed by wineries and beverage companies. Almost all employers fill openings by hiring referrals from employees. Most recruit applicants through newspaper advertisements and/or hire unsolicited applicants.

### Employment Information

**Occupation Size:** Large. There are approximately 270 to 330 Packaging and Filling Machine Operators currently employed in Napa County. About 59 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

### Very Important Qualifications for Job Entry

**Physical Abilities:** Ability to lift at least 50 lbs. repeatedly; ability to use hands, arms, and fingers; good eye-hand coordination; good vision; manual dexterity.

**Basic Skills:** Ability to follow oral instructions; oral communication skills; ability to read and follow instructions; ability to write legibly.

**Other Qualifications:** Ability to perform routine, repetitive work; ability to work independently; willingness to work with close supervision; interpersonal skills; possession of mechanical aptitude.

### Nationwide Job Outlook

Employment for packaging and filling machine operators and tenders is expected to decline overall during the 1992-2005 outlook period. (Additional Data Not Available.)

## Physical Therapy Aides

### Description

Physical Therapy Aides prepare patients and treatment area for physical therapy treatments and assist Physical Therapists with treatments such as gait training, hydrotherapy, and exercise programs. They transport patients to and from treatment area and assemble and maintain equipment and supplies. They may perform routine clerical and related tasks. They work under continuous on-site supervision of a licensed/registered Physical Therapist (OES 660172).

### Training, Experience, and Other Requirements

Most recent hires have completed high school. Some have attended college. Many employers report they sometimes require prior experience. Most also report they will usually accept training as a substitute for experience. Promotions may lead to other health care occupations or, with additional training, to Physical Therapist Assistant. Many jobs are 40 hours per week. Willingness to work part-time, on-call, or temporary is important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.75 to \$11.00/hr	Median: \$8.00/hr
<b>New Hires/Exp'd:</b>	\$7.00 to \$12.00/hr	Median: \$9.00/hr
<b>Exp'd/After 3 Years:</b>	\$11.00 to \$15.00/hr	Median: \$12.00/hr

Most employers provide medical insurance, paid vacation, dental insurance, vision insurance, paid sick leave, and a retirement plan.

### Getting the Training

Employers often provide on-the-job training for this occupation. Some employers prefer to hire individuals who have completed some college or vocational training in physical therapy.

### Getting the Job

Most Physical Therapy Aides in Napa County are employed in the offices and clinics of physical therapists, medical doctors, and chiropractors, and in hospitals. Some employers are union. Many employers recruit applicants using employee referrals and through in-house promotion or transfer.

### Employment Information

**Occupation Size:** Small. There are approximately 25 to 40 Physical Therapy Aides currently employed in Napa County. About 75 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** Less than 5 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** Less than 5 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers report that they have little difficulty finding applicants that meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

### Very Important Qualifications for Job Entry

**Technical Skills:** Ability to detect complications in patients; knowledge of anatomy; ability to write effectively; and ability to apply transferring techniques moving patients.

**Physical Abilities:** Good physical condition; ability to stand continuously for two or more hours; manual dexterity; and ability to pass a pre-employment medical examination.

**Basic Skills:** Oral communication skills; ability to read and follow instructions; and ability to write legibly.

**Other Qualifications:** Willingness to work with close supervision; high standards of personal cleanliness; and ability to work independently.

### Nationwide Job Outlook

Much faster than average growth is projected through 2005. (Additional Information Not Available.)

## Physical Therapy Assistants

Also known as P.T. or Physical Therapist Assistants

### Description

Physical Therapy Assistants administer and assist with physical therapy treatments as planned and directed by a Physical Therapist. They administer treatments such as exercise, gait training, massage, whirlpool, and hot packs. They instruct, motivate, and assist patients with learning and improving functional activities. They may record patient treatments and maintain patient records (OES 660171).

### Training, Experience, and Other Requirements

This occupation requires licensing; contact the Physical Therapy Examining Committee for information. Almost all recent hires have completed two years of college or vocational training. Most employers report they sometimes require prior experience. Many report they will usually accept training as a substitute for experience. Advancement to Physical Therapist requires additional education and training. Most jobs are 40 hours per week. Willingness to work part-time, temporary, or on-call may be important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$10.00 to \$18.00/hr	Median: \$11.00/hr
<b>New Hires/Exp'd:</b>	\$12.00 to \$20.00/hr	Median: \$12.00/hr
<b>Exp'd/After 3 Years:</b>	\$15.00 to \$25.00/hr	Median: \$15.34/hr

Many employers provide medical insurance, paid vacation, paid sick leave, and a retirement plan.

### Getting the Training

Certificate and degree programs take approximately 2 years to complete. Contact the Physical Therapy Examining Committee for the names of approved schools.

### Getting the Job

Most Physical Therapy Assistants in Napa County are employed in hospitals, and in the offices and clinics of physical therapists, medical doctors, and chiropractors. Few employers are union. Many employers recruit applicants through professional publications, newspaper advertisements, and employee referrals.

### Employment Information

**Occupation Size:** Small. There are approximately 10 to 15 Physical Therapy Assistants currently employed in Napa County. About 75 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** Less than 5 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** Less than 5 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers report they have some difficulty finding inexperienced but qualified applicants and little difficulty finding qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience and a somewhat competitive outlook for job seekers who are fully experienced.

### Very Important Qualifications for Job Entry

**Technical Skills:** Ability to detect complications in patients; ability to maintain progress notes and treatment summaries; knowledge of anatomy; ability to apply transferring techniques moving patients; knowledge of orthopedic care; knowledge of physiology; ability to write effectively; knowledge of neurology; knowledge of geriatrics; knowledge of sports medicine; ability to take vital signs; and understanding of cardio-pulmonary diseases.

**Physical Abilities:** Ability to stand continuously for 2 or more hours; possession of emotional stability; good physical condition; ability to lift at least 50 lbs. repeatedly; ability to pass a pre-employment physical examination; and manual dexterity.

**Basic Skills:** Oral communication skills; ability to read and follow instructions; and ability to write legibly.

**Other Qualifications:** High standards of personal cleanliness; ability to work independently; ability to motivate others; and willingness to work with close supervision.

### Nationwide Job Outlook

Much faster than average growth is projected through 2005. (Additional Information Not Available.)



## Plumbers, Pipefitters & Steamfitters

### Description

Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gases. Does not include plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems (OES 875020).

### Training, Experience, and Other Requirements

Most recent hires have completed high school and apprenticeship or vocational training. Most employers report they always require prior experience. Most also report they will sometimes accept training as a substitute for experience. Promotions may lead to supervisory positions. Most jobs are 40 hours per week.

### Wages and Fringe Benefits

#### NON-UNION:

<b>New Hires/Inexp'd:</b>	\$10.00 to \$10.00/hr	Median: \$10.00/hr
<b>New Hires/Exp'd:</b>	\$12.00 to \$16.00/hr	Median: \$14.28/hr
<b>Exp'd/After 3 Years:</b>	\$12.50 to \$20.00/hr	Median: \$17.95/hr

#### UNION:

<b>New Hires/Inexp'd:</b>	\$10.00 to \$11.99/hr	Median: \$10.29/hr
<b>New Hires/Exp'd:</b>	\$12.47 to \$18.00/hr	Median: \$16.67/hr
<b>Exp'd/After 3 Years:</b>	\$13.43 to \$22.75/hr	Median: \$17.22/hr

Almost all employers provide medical insurance and paid vacations. Most also provide a retirement plan, dental insurance, life insurance, and paid sick leave.

### Getting the Training

Apprenticeship programs are typically 5 years in length. Contact the Joint Apprenticeship for Plumbing for more information.

### Getting the Job

Most Plumbers in Napa County are employed by plumbing contractors and government agencies. Most employers are union. Almost all employers recruit applicants through newspaper advertisements. Many also recruit using referrals from the Employment Development Department.

### Employment Information

**Occupation Size:** Medium. There are approximately 105 to 130 Plumbers currently employed in Napa County. About 2 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** Less than 5 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** Less than 5 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

### Very Important Qualifications for Job Entry

**Technical Skills:** Ability to use hand tools; problem solving skills; ability to read blueprints; pipefitting skills; possession of a valid driver's license; ability to administer emergency first aid; and soldering skills.

**Physical Abilities:** Ability to stand continuously for 2 or more hours; ability to work in awkward positions; ability to work in cramped/confined spaces; and ability to lift at least 60 lbs. repeatedly.

**Basic Skills:** Ability to read and follow instructions; basic math skills; oral communication skills; and ability to write legibly.

**Other Qualifications:** Ability to work independently; willingness to work with close supervision; ability to make decisions; interpersonal skills; possession of a good DMV driving record; and customer service skills.

### Nationwide Job Outlook

Employment of plumbers and pipefitters is expected to grow more slowly than the average for all occupations through the year 2005. Construction activity—residential, industrial, and commercial—is expected to grow significantly over the next decade. Building renovation, including the increasing installation of sprinkler systems; maintenance of powerplants, water and wastewater treatment plants, pipelines, office buildings, factories, and other projects that have large pipe systems; and maintenance of existing residential systems are expected to spur the demand for these workers. However, the growing use of plastic pipe and fittings which are much easier to use, more efficient sprinkler systems, and other technologies will mean that employment will not grow as fast as it has in past years. Most job openings will occur due to the need to replace workers who leave the occupation.

## Psychiatric Technicians

### Description

Psychiatric Technicians provide nursing care to mentally ill, emotionally disturbed, or mentally retarded patients and participate in rehabilitation and treatment programs. They help with personal hygiene, and administer oral medications and hypodermic injections, following physician's prescriptions and hospital procedures. They monitor patients' physical and emotional well-being and report to medical staff (OES 329310).

### Training, Experience, and Other Requirements

Licensing is required for this occupation; contact the State Board of Vocational Nurse and Psychiatric Technician Examiners for information. Almost all recent hires have completed one to two years of college. Most employers require prior experience. Promotions may lead to supervisory positions. Almost all jobs are 40 hours per week. Some jobs are part-time or on-call, 26-30 hours per week. Willingness to work overtime and weekends may be important for job entry.

### Wages and Fringe Benefits

Psychiatric Technicians generally earn between \$12.25 and \$15.75/hr., depending on the employer and the worker's experience.

Almost all employers provide medical insurance and other benefits, including dental insurance, vision insurance, paid sick leave, and a paid vacation. Most also provide life insurance and a retirement plan. Most provide medical insurance for part-time employees.

### Getting the Training

Certificate and degree programs range in length from one to two years. Refer to the appendix for a list of schools/training providers in Napa County. In addition, the Napa County Training and Employment Center has a computerized regional training directory that includes detailed information on programs and services available.

### Getting the Job

Almost all Psychiatric Technicians in Napa County are employed by psychiatric hospitals and facilities. Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements.

### Employment Information

**Occupation Size:** Very Large. There are approximately 820 to 1,050 Psychiatric Technicians currently employed in Napa County. About 88 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

### Very Important Qualifications for Job Entry

**Basic Skills:** English grammar and spelling skills; writing skills; verbal communication skills; ability to work as part of a team.

**Physical Abilities:** Ability to pass a pre-employment medical exam; ability to lift at least 50 lbs.

**Other Qualifications:** Ability to handle crisis situations; ability to work under pressure; organizational and time management skills; problem solving skills.

### Nationwide Job Outlook

Employment of psychiatric aides is expected to grow faster than the average for all occupations. Employment will rise in response to the sharp increase in the number of older persons-many of whom will require mental health services. Employment of aides in private psychiatric facilities and community mental health centers is likely to grow because of increasing public acceptance of formal treatment for drug abuse and alcoholism, and a lessening of the stigma attached to those receiving mental health care. While employment in private psychiatric facilities may grow, employment in public mental hospitals is likely to be stagnant due to constraints on public spending.

## Receptionists & Information Clerks

### Description

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices, or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Does not include Receptionists who primarily operate switchboards (OES 553050).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school plus some college or vocational training. Many recent hires have completed high school only. Most employers require prior experience. Some employers report that adequate English grammar and spelling skills are in short supply. Promotions may lead to supervisory or other clerical positions. Most jobs are 40 hours per week. Some jobs are 15-20 hours per week.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.50 to \$10.00/hr	Median: \$7.50/hr
<b>New Hires/Exp'd:</b>	\$6.50 to \$11.00/hr	Median: \$8.50/hr
<b>Exp'd/After 3 Years:</b>	\$7.50 to \$14.00/hr	Median: \$10.66/hr

Almost all employers provide medical insurance and a paid vacation. Most also provide paid sick leave. Many provide a retirement plan and dental insurance. Some provide vision insurance, life insurance, and child care. Some also provide medical insurance for part-time employees.

### Getting the Training

Certificate programs range in length from six to twelve months, although employers often provide on-the-job training.

### Getting the Job

Most Receptionists and Information Clerks in Napa County are employed by a wide variety of industries. About 30-40 percent are employed within health care services. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees.

### Employment Information

**Occupation Size:** Very Large. There are approximately 435 to 530 Receptionists and Information Clerks currently employed in Napa County. About 95 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** 10-15 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

### Very Important Qualifications for Job Entry

**Basic Skills:** Verbal communication skills; ability to work as part of a team; English grammar and spelling skills; ability to work independently; writing skills; ability to perform routine, repetitive work; ability to perform basic mathematical calculations.

**Physical Abilities:** Ability to sit continuously for 2 or more hours.

**Other Qualifications:** Attention to detail; ability to handle crisis situations; problem solving skills; organizational and time management skills; ability to work under pressure; record keeping skills.

### Nationwide Job Outlook

Overall employment of information clerks is expected to increase faster than the average for all occupations through the year 2005. In addition to the many openings that will occur as businesses and organizations expand, numerous jobs for information clerks will result from the need to replace experienced workers who transfer to other occupations or leave the labor force. Replacement needs will create large numbers of job openings, reflecting relatively high turnover. This work is well suited to flexible work schedules, and many opportunities for part-time work will continue to be available.

## Registered Nurses

### Description

Registered Nurses administer nursing care to ill or injured persons. This includes administrative, public health, industrial, private duty, and surgical nurses. Does not include Nursing Instructors and Teachers. Licensing or registration is required (OES 325020).

### Training, Experience, and Other Requirements

Licensing is required for this occupation; contact the State Board of Registered Nursing for information. Almost all recent hires have completed two years of college and some have Bachelor's degrees. Most employers report they usually require previous experience. Almost all report they will sometimes accept training as a substitute for experience. Promotions may lead to supervisory positions. Most jobs are 40 hours per week. Part-time jobs average 20 hours per week. Willingness to work on-call, on a temporary basis, or nights, weekends and holidays is important. Many employers report computer skills are important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$12.00/hr to \$20.00/hr	Median \$15.50/hr
<b>New Hires/Exp'd:</b>	\$12.00/hr to \$21.00/hr	Median: \$16.75/hr
<b>Exp'd/After 3 Years:</b>	\$14.00/hr to \$27.00/hr	Median: \$19.00/hr

Almost all employers provide paid vacations, medical insurance, and paid sick leave. Most also provide dental insurance and a retirement plan. Some employers may also provide benefits to part-time employees.

### Getting the Training

Many colleges and universities offer Associate or Bachelor degrees in Nursing.

### Getting the Job

Most Registered Nurses in Napa County are employed in hospitals. Few employers are union. Most employers recruit applicants through newspaper advertisements and through employee referrals.

**Key Terms:** Almost All (>75%), Most (51-75%), Many (35-50%), Some (10-34%), Few (<10%)

### Employment Information

**Occupation Size:** Very Large. There are approximately 1,300 to 1,585 Registered Nurses in Napa County. About 93 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29%).

**Projected Growth:** 30 to 35 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** 15 to 20 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers.

### Very Important Qualifications for Job Entry

**Technical Skills:** Knowledge of medical terminology; ability to administer injections; ability to analyze data and solve problems; understanding of asepsis; ability to apply transferring techniques to patients; ability to provide personal services to patients; ability to write effectively; ability to take vital signs; possession of an injection IV certificate; ability to synthesize information; telemetry skills; ability to assist with examinations; intensive care treatment skills; record keeping skills; ability to plan and organize the work of others; and ability to follow medical records control procedures.

**Physical Abilities:** Ability to lift and move patients; ability to stand continuously for 2 or more hours; and ability to lift at least 50 lbs. repeatedly.

**Basic Skills:** Ability to read and follow instructions; oral communication skills; ability to write legibly; ability to follow oral instructions; and basic math skills.

**Other Qualifications:** Ability to make decisions; ability to work under pressure; ability to work independently; ability to handle crisis situations; creativity; public contact skills; ability to interact well with others; willingness to work with close supervision; understanding of a variety of cultures; and leadership skills.

### Nationwide Job Outlook

Job prospects in nursing are good. Although employers in some parts of the country reported shortages of R.N.'s in the past, large wage increases have attracted more people to nursing and dampened demand. However, R.N. recruitment has long been a problem in rural areas, in some big city hospitals, and in specialty areas including intensive care, rehabilitation, geriatrics, and long-term care. Employment of registered nurses is expected to grow much faster than the average for all occupations through the year 2005.

## Sales Representatives, Except Scientific Products

### Description

Sales Representatives, Except Scientific and Related Products, sell goods and services for wholesalers or manufacturers to businesses or groups of individuals. This work requires a substantial knowledge of the items sold. Sales representatives solicit orders from established clients or secure new customers (OES 490080).

### Training, Experience, and Other Requirements

Almost all recent hires have completed one to four years of college. Most employers require prior experience. Promotions may lead to supervisory or management positions. Almost all jobs are 40 hours per week. Willingness to work weekends and nights may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$7.00 to \$10.75/hr	Median: \$9.00/hr
<b>New Hires/Exp'd:</b>	\$8.50 to \$19.25/hr	Median: \$11.51/hr
<b>Exp'd/After 3 Years:</b>	\$9.75 to \$23.25/hr	Median: \$14.88/hr

Almost all employers provide medical insurance and other benefits, including paid sick leave, a paid vacation, and dental insurance. Most also provide vision insurance. Many provide life insurance and a retirement plan. Some provide child care.

### Getting the Training

Certificate and degree programs in business, marketing, and sales range in length from two months to four years. On-the-job training may also be available.

### Getting the Job

Most Sales Representatives in Napa County are employed within the wine industry. Many others are employed by a variety of manufacturers and wholesalers. Most employers recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from employees. Some fill openings through in-house promotion or transfer.

## Employment Information

**Occupation Size:** Very Large. There are approximately 590 to 725 Sales Representatives currently employed in Napa County. About 28 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** 30-40 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

## Very Important Qualifications for Job Entry

**Basic Skills:** English grammar and spelling skills; ability to work independently; verbal communication skills; ability to work as part of a team; ability to perform basic mathematical calculations; writing skills.

**Other Qualifications:** Organizational and time management skills; ability to work under pressure; record keeping skills; attention to detail; problem solving skills; ability to handle crisis situations.

## Nationwide Job Outlook

Employment of manufacturers' and wholesale sales representatives is expected to grow more slowly than the average for all occupations through the year 2005 due to technological advances and changing business practices. Despite some growth in demand for sales representatives, most job openings will result from the need to replace workers who transfer to other occupations or leave the labor force. In addition to technological innovations such as electronic data interchange (EDI) that may adversely affect employment demand, some of the largest companies are using their market power to negotiate directly with suppliers, bypassing sales representatives entirely. Those interested in this occupation should keep in mind that direct selling opportunities in manufacturing are likely to be best for products with strong demand, such as consumer products or computers and related supplies and equipment. Jobs will be most plentiful in small wholesale firms as a growing number of these companies will rely on sales agents to market their products as a way to control their costs and expand their customer base.

## Salespersons, Retail

Also known as Sales Associates and Clerks

### Description

Retail Salespersons sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers (OES 490112).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers do not require prior experience. Promotions may lead to supervisory or management positions. Computer skills are becoming increasingly important. Many jobs are 20-30 hours per week. Some jobs are 40 hours per week. Willingness to work on-call or part-time, and the willingness to work evenings and weekends may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$4.75 to \$8.00/hr	Median: \$6.75/hr
<b>New Hires/Exp'd:</b>	\$5.25 to \$10.25/hr	Median: \$7.00/hr
<b>Exp'd/After 3 Years:</b>	\$6.00 to \$11.50/hr	Median: \$9.50/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, and dental insurance. Most also provide paid sick leave, a retirement plan, vision insurance, and life insurance. Some provide medical insurance for part-time employees.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Employment for Retail Salespersons in Napa County is provided by a wide variety of retailers and specialty shops. Most employers use a variety of methods to recruit applicants and/or fill openings: newspaper advertisements, referrals from employees, in-house promotion, and unsolicited walk-ins.

### Employment Information

**Occupation Size:** Very Large. There are approximately 1,650 to 2,015 Retail Salespersons currently employed in Napa County. About 61 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 80-100 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** 60-70 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

### Very Important Qualifications for Job Entry

**Technical Skills:** Ability to make change; ability to operate a cash register; ability to apply sales techniques; understanding of inventory techniques; ability to write effectively.

**Physical Abilities:** Ability to stand continuously for 2 or more hours; ability to lift at least 50 lbs. repeatedly.

**Basic Skills:** Ability to read and follow instructions; oral communication skills; ability to write legibly; basic math skills.

**Other Qualifications:** Good grooming skills; customer service skills; willingness to work with close supervision; ability to work independently.

### Nationwide Job Outlook

Employment is expected to increase about as fast as the average for all workers through the year 2005 due to anticipated growth in retail sales. In addition, numerous job openings will be created as sales workers transfer to other occupations or leave the labor force. Replacement needs will generate an exceptionally large number of sales jobs because the occupation is large and turnover is much higher than average. There will continue to be many opportunities for part-time workers, and demand will be strong for temporary workers during peak selling periods such as the Christmas season. During recessions, sales volume and the resulting demand for sales workers generally decline as purchases of costly items such as cars, appliances, and furniture tend to be postponed.

## Secretaries, General

Also known as Administrative Assistants

### Description

Secretaries relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Does not include Medical and Legal Secretaries (OES 551080).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school plus some vocational training. Many have completed some college or vocational training. Most employers require prior experience. A few jobs are filled by promoting from other clerical positions. Secretarial job descriptions can range from entry-level clerical duties to office management and personnel responsibilities. Some employers report that adequate English grammar and spelling skills are in short supply. Promotions may lead to supervisory positions or to a wide variety of other occupations, depending on the industry and the size of the employer. Most jobs are 40 hours per week. Some jobs are 20-30 hours per week.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$9.00/hr	Median: \$8.00/hr
<b>New Hires/Exp'd:</b>	\$7.50 to \$11.00/hr	Median: \$8.89/hr
<b>Exp'd/After 3 Years:</b>	\$9.50 to \$15.00/hr	Median: \$11.00/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, dental insurance, and a retirement plan. Most also provide life insurance and vision insurance. Some provide child care. Few provide medical insurance for part-time employees.

### Getting the Training

Certificate and degree programs range in length from one to two years. Some on-the-job training may also be available.

### Getting the Job

Secretaries are employed in a wide variety of industries in Napa County with about half employed in the services sector. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees. Many fill openings through in-house promotion or transfer and/or hire referrals from private employment agencies.

### Employment Information

**Occupation Size:** Very Large. There are approximately 955 to 1,165 Secretaries currently employed in Napa County. About 98 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 20-25 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** 20-25 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have no difficulty finding inexperienced but qualified applicants and little difficulty finding qualified applicants with prior experience. This indicates a very competitive outlook for job seekers without prior experience and a somewhat competitive outlook for those who are fully experienced.

### Very Important Qualifications for Job Entry

**Basic Skills:** Verbal communication skills; ability to work as part of a team; ability to work independently; ability to perform routine, repetitive work; English grammar and spelling skills; writing skills; ability to perform basic mathematical calculations.

**Other Qualifications:** Attention to detail; organizational and time management skills; record keeping skills; ability to work under pressure; problem solving skills; ability to handle crisis situations.

### Nationwide Job Outlook

Employment of secretaries is expected to grow more slowly than the average for all occupations through the year 2005. Nevertheless, employment opportunities should be quite plentiful, especially for well-qualified and experienced secretaries, who, according to many employers, are in short supply. The very large size of the occupation, coupled with moderate turnover, generates several hundred thousand secretarial positions each year as experienced workers transfer to other occupations or leave the labor force. Also, demand for secretaries will rise as the economy grows and as more workers are employed in offices. The trend toward secretaries assuming more responsibilities traditionally reserved for managers and professionals should also stimulate demand. Nevertheless, large firms are experimenting with different methods of staffing their administrative support operations. In some cases, traditional secretarial duties are assigned to workers in other units or departments.

**Key Terms:** Almost All (> 75%), Most (51-75%), Many (35-50%), Some (10-34%), Few (< 10%)

## Secretaries, Legal

### Description

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials (OES 551020).

### Training, Experience, and Other Requirements

Almost all recent hires have completed one to two years of college or vocational training. Most employers require prior experience. Promotions may lead to supervisory or Paralegal positions. Almost all jobs are 38-45 hours per week. Some jobs are 12-24 hours per week.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$7.00 to \$11.75/hr	Median: \$9.00/hr
<b>New Hires/Exp'd:</b>	\$8.75 to \$14.50/hr	Median: \$11.92/hr
<b>Exp'd/After 3 Years:</b>	\$11.75 to \$18.25/hr	Median: \$13.57/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation and paid sick leave. Some also provide dental insurance, a retirement plan, and life insurance. Few provide medical insurance for part-time employees.

### Getting the Training

Certificate and degree programs range in length from one to two years.

### Getting the Job

Almost all Legal Secretaries in Napa County are employed by law offices. Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Some fill openings through in-house promotion and/or fill openings by hiring unsolicited applicants or referrals from private employment agencies.

### Employment Information

**Occupation Size:** Medium. There are approximately 75 to 90 Legal Secretaries currently employed in Napa County. About 98 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

### Very Important Qualifications for Job Entry

**Basic Skills:** English grammar and spelling skills; ability to work independently; ability to work as part of a team; verbal communication skills; writing skills; ability to perform basic mathematical calculations; ability to perform routine, repetitive work.

**Physical Abilities:** Ability to sit continuously for 2 or more hours.

**Other Qualifications:** Attention to detail; ability to work under pressure; organizational and time management skills; problem solving skills; ability to handle crisis situations.

### Nationwide Job Outlook

Employment of secretaries is expected to grow more slowly than the average for all occupations through the year 2005. Nevertheless, employment opportunities should be quite plentiful, especially for well-qualified and experienced secretaries, who, according to many employers, are in short supply. The very large size of the occupation, coupled with moderate turnover, generates several hundred thousand secretarial positions each year as experienced workers transfer to other occupations or leave the labor force. Also, demand for secretaries will rise as the economy grows and as more workers are employed in offices. The trend toward secretaries assuming more responsibilities traditionally reserved for managers and professionals should also stimulate demand. Nevertheless, large firms are experimenting with different methods of staffing their administrative support operations. In some cases, traditional secretarial duties are assigned to workers in other units or departments. In some law offices, for example, paralegals are taking over some tasks formerly done by secretaries.



## Secretaries, Medical

### Description

Medical Secretaries perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Their duties include taking dictation, and compiling and recording medical charts, reports, and correspondence, as well as preparing and sending bills to patients or recording appointments (OES 551050).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Some have attended college or vocational training programs. Most employers report they usually require prior experience. Most also report they will sometimes accept training as a substitute for experience. Promotions may lead to supervisory positions. Most jobs are 40 hours per week. Willingness to work part-time or on-call may be important. Most employers report computer word processing and database skills are important. Many report spreadsheet skills are important. Insurance knowledge may also be important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$11.00/hr	Median: \$8.00/hr
<b>New Hires/Exp'd:</b>	\$7.00 to \$12.00/hr	Median: \$9.00/hr
<b>Exp'd/After 3 Years:</b>	\$8.00 to \$15.00/hr	Median: \$11.50/hr

Almost all employers provide medical insurance and a paid vacation. Most also provide paid sick leave and a retirement plan.

### Getting the Training

Employers provide some of the training for this occupation. Computer and office skills can be acquired through vocational or college level programs.

### Getting the Job

Most Medical Secretaries in Napa County are employed in the offices of medical doctors, dentists, and hospitals. Few employers are union. Almost all employers recruit using newspaper advertisements. Most also recruit applicants through employee referrals.

**Key Terms:** Almost All (>75%), Most (51-75%), Many (35-50%), Some (10-34%), Few (<10%)

## Employment Information

**Occupation Size:** Medium. There are approximately 100 to 120 Medical Secretaries currently employed in Napa County. About 98 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** Less than 5 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** Less than 5 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Very Important Qualifications for Job Entry

**Technical Skills:** Telephone answering skills; ability to analyze data and solve problems; ability to write effectively; ability to synthesize information; knowledge of medical terminology; ability to maintain an appointment calendar; ability to follow billing procedures; and ability to requisition supplies.

**Physical Abilities:** Ability to sit continuously for 2 or more hours.

**Basic Skills:** Oral communication skills; basic math skills; and ability read and follow instructions.

**Other Qualifications:** Customer service skills; ability to work under pressure; ability to interact well with others; public contact skills; ability to make decisions; and ability to work independently.

## Nationwide Job Outlook

Employment of secretaries (including medical secretaries) is expected to grow more slowly than the average for all occupations through the year 2005. Nevertheless, employment opportunities should be quite plentiful, especially for well-qualified and experienced secretaries who, according to many employers, are in short supply. The very large size of the occupation, coupled with moderate turnover, generates many job openings each year as experienced workers transfer to other occupations or leave the labor force. The trend toward secretaries assuming more responsibilities traditionally reserved for managers and professionals should also stimulate demand. Increased productivity resulting from new office technologies, however, will offset this demand somewhat. In firms that have invested in personal computers, for example, secretaries can turn out significantly more work than when they used electric or manual typewriters.

## Separating, Filtering & Still Machine Operators

Also known as Cellar Workers

### Description

Separating, Filtering, Clarifying, Precipitating, and Still Machine Operators and Tenders operate or tend machines, such as filter presses, shaker screens, centrifuges, condensor tubes, precipitator tanks, fermenting tanks, evaporating tanks, scrubbing towers and batch stills, to extract, sort, or separate liquids, gases, or solid materials from other materials in order to recover a refined product or material. Does not include workers who operate equipment to control chemical changes or reactions (OES 929620).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers do not require prior experience. Some jobs are filled through in-house promotion or transfer. Some employers report that adequate English speaking, reading, and writing skills are in short supply. Promotions may lead to supervisory positions. Most jobs are 40 hours per week and many are temporary or seasonal positions. Willingness to work weekends, overtime, and nights may be important for job entry. Willingness to participate in drug testing is also important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$7.00 to \$11.50/hr	Median: \$8.00/hr
<b>New Hires/Exp'd:</b>	\$8.00 to \$12.00/hr	Median: \$10.00/hr
<b>Exp'd/After 3 Years:</b>	\$10.50 to \$15.00/hr	Median: \$12.75/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, dental insurance, life insurance, and a retirement plan.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Almost all Separating, Filtering and Still Machine Operators in Napa County are employed by wineries. Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements. Some fill openings through in-house promotion or transfer.

### Employment Information

**Occupation Size:** Very Large. There are approximately 400 to 490 Separating, Filtering and Still Machine Operators currently employed in Napa County. About 11 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

### Very Important Qualifications for Job Entry

**Basic Skills:** Ability to work as part of a team; verbal communication skills; ability to work independently; ability to perform basic mathematical calculations; ability to perform routine, repetitive work.

**Physical Abilities:** Ability to lift at least 50 lbs; ability to do strenuous, physically demanding work; ability to stand continuously for 2 or more hours; ability to pass a pre-employment medical exam.

**Other Qualifications:** Attention to detail; possess good DMV driving record; ability to work under pressure; trained in CPR and first aid techniques; ability to handle crisis situations.

### Nationwide Job Outlook

Employment of Separating and Still Machine Operators and Tenders is expected to decline overall. (Additional Data Not Available.)

## Teachers, Secondary School

### Description

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Includes vocational teachers. Does not include special education teachers who teach only students with disabilities (OES 313080).

### Training, Experience, and Other Requirements

Almost all recent hires have completed four years of college and a teaching credential program. Most employers report they usually require prior experience. Most also report they will sometimes accept training as a substitute for experience. Promotions usually take the form of higher earnings. With the appropriate education, some teachers may become school principals or administrators. Almost all teachers work 40 or more hours per week. Willingness to work part-time or as a substitute is important. Most employers report that computer word processing skills are important. Bilingual skills are also desirable.

### Wages and Fringe Benefits

Salaries for Secondary School Teachers vary widely depending on the school or district and on the teacher's experience and college units completed (beyond those required for a teaching credential). In Napa County, those with little or no experience can earn from \$25,200 to \$30,000. Those with three or more years experience can earn from \$27,900 to \$53,300. Private schools usually pay somewhat less than public school districts.

Almost all employers provide medical insurance, dental insurance, vision insurance, paid sick leave, and a retirement plan. Most also provide paid vacation and life insurance.

### Getting the Training

Many four-year colleges and universities offer teacher credentialing programs.

### Getting the Job

Almost all Secondary School Teachers in Napa County work in public school districts or private schools and academies. Many employers are union. Almost all employers recruit applicants through newspaper advertisements, and in-house promotion or transfer. Most also recruit using public school or program referrals, private school referrals, and employee referrals.

**Key Terms:** Almost All (>75%), Most (51-75%), Many (35-50%), Some (10-34%), Few (<10%)

## Employment Information

**Occupation Size:** Large. There are approximately 295 to 360 Secondary School Teachers currently employed in Napa County. About 53 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 10-15 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** 5-10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers report they have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Very Important Qualifications for Job Entry

**Technical Skills:** Ability to apply teaching techniques; possession of a designated teaching credential; possession of a state teacher's certificate; classroom management skills; problem solving skills; ability to write effectively; record keeping skills; knowledge of algebra; supervisory skills; and audiovisual teaching skills.

**Physical Abilities:** Ability to pass a pre-employment physical examination.

**Basic Skills:** Oral communication skills; ability to read and follow instructions; ability to write legibly; and basic math skills.

**Other Qualifications:** Possession of a clean police record; ability to exercise patience; ability to work under pressure; ability to work independently; interpersonal skills; public contact skills; understanding of a variety of cultures; and willingness to work with close supervision.

## Nationwide Job Outlook

Employment of secondary school teachers is expected to grow faster than the average for all occupations through the year 2005. Assuming relatively little change in average class size, employment growth of teachers depends on the rates of population growth and corresponding student enrollments. The population of 14 to 17 year-olds is expected to experience relatively strong growth through the year 2005, spurring demand for secondary school teachers. Job openings for all teachers are expected to increase substantially by the end of the decade as the large number of teachers now in their forties and fifties reach retirement age.

## Tellers

Also known as Customer Service Representatives

### Description

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions (OES 531020).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Some have completed one to two years of college or vocational training. Most employers do not require prior experience. Some employers report that sales skills/abilities are in short supply. Promotions may lead to a wide variety of positions, including Bookkeeper, Branch Specialist, Financial Services Officer, and Banking Services Representative. Many jobs are 20-30 hours per week. Many others are 40 hours per week. Some jobs are on-call, 10-15 hours per week. Willingness to work part-time and on-call may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.75 to \$8.00/hr	Median: \$7.00/hr
<b>New Hires/Exp'd:</b>	\$6.75 to \$9.00/hr	Median: \$8.07/hr
<b>Exp'd/After 3 Years:</b>	\$8.00 to \$11.00/hr	Median: \$9.69/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, and a retirement plan. Most also provide dental insurance and life insurance. Many provide vision insurance. Many also provide medical insurance for part-time employees.

### Getting the Training

Certificate and degree programs range in length from one to two years, although on-the-job training may also be available.

### Getting the Job

Almost all Tellers in Napa County are employed by banks, savings and loan institutions, and credit unions. Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Most also fill openings through in-house promotion. Many fill openings by hiring unsolicited applicants.

## Employment Information

**Occupation Size:** Large. There are approximately 225 to 275 Tellers currently employed in Napa County. About 81 percent in California are female.

**Annual Turnover:** Estimated to be very high (40 percent or more).

**Projected Growth:** The growth rate is projected to be stable (no significant change) through the year 1999.

**Projected Separations:** 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

## Very Important Qualifications for Job Entry

**Basic Skills:** Ability to work as part of a team; verbal communication skills; ability to perform basic mathematical calculations; ability to work independently; ability to perform routine, repetitive work; English grammar and spelling skills; writing skills.

**Physical Abilities:** Ability to stand continuously for 2 or more hours.

**Other Qualifications:** Ability to work under pressure; attention to detail; problem solving skills; organizational and time management skills; record keeping skills.

## Nationwide Job Outlook

Employment is expected to decline through the year 2005. However, job prospects still should be good. Because the occupation is large and the turnover rate is high due to the little formal education requirements and the relatively low pay, job opportunities that arise from the need to replace tellers who transfer to other occupations or stop working should be plentiful. The projected decline in employment of bank tellers stems from overexpansion and competition from large nonbank corporations that offer bank-like services, including investments and lending, that have resulted in closings, mergers, and consolidations in the banking industry in recent years. Further, teller employment will be adversely affected by various technologies to the degree that they are adopted by banks in the future.

## Traffic, Shipping & Receiving Clerks

### Description

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material, receiving, unpacking, verifying, and recording incoming merchandise or material, and arranging for the transportation of products. Does not include Stock Clerks, and workers whose primary duties involve weighing and checking (OES 580280).

### Training, Experience, and Other Requirements

Most recent hires have completed high school. Some have completed one or two years of college or vocational training. Most employers require prior experience. A few positions are filled by promoting from positions such as Material Handler, Warehouse Worker, or Laborer. Promotions may lead to Counter Sales or supervisory positions. Almost all jobs are 40 hours per week. Willingness to work overtime may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$8.75/hr	Median: \$6.00/hr
<b>New Hires/Exp'd:</b>	\$6.00 to \$11.50/hr	Median: \$8.50/hr
<b>Exp'd/After 3 Years:</b>	\$9.50 to \$15.00/hr	Median: \$11.08/hr

Almost all employers provide medical insurance and a paid vacation. Most also provide dental insurance and paid sick leave. Many provide life insurance. Some also provide vision insurance and a retirement plan.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Most Shipping and Receiving Clerks in Napa County are employed by warehouses, manufacturers, wholesalers, and the U.S. Postal Service. Most employers recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from employees. Many also fill openings through in-house promotion.

### Employment Information

**Occupation Size:** Large. There are approximately 185 to 230 Shipping and Receiving Clerks currently employed in Napa County. About 27 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

### Very Important Qualifications for Job Entry

**Basic Skills:** Ability to perform routine, repetitive work; verbal communication skills; ability to work as part of a team; ability to work independently; English grammar and spelling skills; ability to perform basic mathematical calculations.

**Physical Abilities:** Ability to lift at least 50 lbs; ability to do strenuous, physically demanding work; ability to stand continuously for 2 or more hours.

**Other Qualifications:** Attention to detail; ability to work under pressure; organizational and time management skills; record keeping skills; problem solving skills; ability to handle crisis situations.

### Nationwide Job Outlook

Employment of traffic, shipping, and receiving clerks is expected to grow about as fast as the average for all occupations through the year 2005. Automation and other productivity improvements may enable these clerks to handle materials more efficiently, thereby reducing potential employment opportunities. Because employment in material recording, scheduling, dispatching, and distributing occupations is substantial, workers who leave the labor force or transfer to other occupations are expected to create many thousands of job openings each year.

## Truck Drivers, Heavy & Tractor-Trailer

### Description

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks (OES 971020).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers require 1-2 years of prior experience. A few positions are filled by promoting from Trainee or Helper positions. Promotions may lead to supervisory or dispatch positions or may take the form of self-employment. Almost all jobs are 40 hours or more per week. Willingness to work on-call, evenings, and weekends may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$8.50 to \$19.50/hr	Median: \$11.82/hr
<b>New Hires/Exp'd:</b>	\$9.50 to \$22.50/hr	Median: \$12.14/hr
<b>Exp'd/After 3 Years:</b>	\$11.50 to \$26.75/hr	Median: \$14.64/hr

Most employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, a retirement plan, life insurance, dental insurance, and vision insurance.

### Getting the Training

Certificate programs range in length from six to ten weeks, although some employers may provide on-the-job training.

### Getting the Job

Most Truck Drivers in Napa County are employed by trucking firms, sand and gravel mining companies, food/distribution companies, and beverage distributors. Almost all employers fill openings by hiring referrals from employees. Most recruit applicants through newspaper advertisements, hire unsolicited applicants, and/or fill openings through in-house promotion.

### Employment Information

**Occupation Size:** Large. There are approximately 285 to 345 Heavy Truck Drivers currently employed in Napa County. About 6 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** 10-15 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** 5-10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for job seekers.

### Very Important Qualifications for Job Entry

**Technical Skills:** Possession of a valid Class A driver's license; map reading skills; ability to read invoices; record keeping skills; ability to load and unload freight; knowledge of local streets.

**Physical Abilities:** Ability to pass a pre-employment medical examination; ability to lift at least 75 lbs. repeatedly.

**Basic Skills:** Ability to read and follow instructions; oral communication skills; ability to write legibly; basic math skills.

**Other Qualifications:** Possession of a good DMV driving record; ability to work independently.

### Nationwide Job Outlook

Job opportunities should be favorable as this occupation has among the largest number of job openings each year. Although thousands of openings will be created by growth in demand for drivers, the majority will occur as experienced drivers transfer to other fields of work or retire or leave the labor force for other reasons. In addition, truckdriver jobs vary greatly in terms of earnings, weekly work hours, number of nights that must be spent "on the road," and in the quality of equipment operated. Because truck driving does not require education beyond high school, competition is expected for jobs with the most attractive earnings and working conditions. Employment is expected to increase about as fast as the average for all occupations through the year 2005 as the economy grows and the amount of freight carried by trucks increases. However, increased integration of truck and railroad long-distance freight transportation should continue to slow somewhat the growth of truckdriver jobs.

## Truck Drivers, Light & Delivery

Also known as Route Drivers

### Description

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales (OES 971050).

### Training, Experience, and Other Requirements

Almost all recent hires have completed high school. Most employers do not require prior experience. A few jobs are filled by promoting from Helper, Material Handler, or Warehouse Worker positions. Promotions may lead to supervisory/management or sales positions. Most jobs are 40 hours per week. Some jobs are 20-30 hours per week. Some other jobs are temporary or seasonal. Willingness to work part-time or on-call may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$8.75/hr	Median: \$6.50/hr
<b>New Hires/Exp'd:</b>	\$6.50 to \$13.50/hr	Median: \$10.66/hr
<b>Exp'd/After 3 Years:</b>	\$7.50 to \$15.00/hr	Median: \$12.11/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, and dental insurance. Most also provide life insurance. Many provide a retirement plan and vision insurance. Some also provide medical insurance for part-time employees.

### Getting the Training

Certificate programs range in length from six to ten weeks, although employers generally provide on-the-job training for this occupation.

### Getting the Job

Light Truck and Delivery Drivers in Napa County are employed in a wide variety of industries that provide delivery services. Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees.

### Employment Information

**Occupation Size:** Very Large. There are approximately 305 to 375 Light Truck and Delivery Drivers currently employed in Napa County. About 6 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** 15-20 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** 5-10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have no difficulty finding inexperienced but qualified applicants and little difficulty finding qualified applicants with prior experience. This indicates a very competitive outlook for job seekers without prior experience and a somewhat competitive outlook for those who are fully experienced.

### Very Important Qualifications for Job Entry

**Technical Skills:** Ability to load and unload freight; ability to read invoices; record keeping skills; map reading skills; possession of a valid Class A driver's license; knowledge of local streets; possession of a valid Class B driver's license.

**Physical Abilities:** Ability to pass a pre-employment medical examination; ability to lift at least 75 lbs. repeatedly.

**Basic Skills:** Ability to read and follow instructions; ability to write legibly; oral communication skills; basic math skills.

**Other Qualifications:** Possession of a good DMV driving record; ability to work independently.

### Nationwide Job Outlook

Employment of truckdrivers is expected to increase about as fast as the average for all occupations through the year 2005 as the economy grows. This occupation is among those that have the largest number of job openings each year. Although thousands of openings will be created by growth in demand for drivers, the majority will occur as experienced drivers transfer to other fields of work or retire or leave the labor force for other reasons. Because truck driving does not require education beyond high school, competition is expected for jobs with the most attractive earnings and working conditions.

## Vocational & Educational Counselors

### Description

Vocational and Educational Counselors counsel individuals and provide group educational and vocational guidance services (OES 315140).

### Training, Experience, and Other Requirements

Most recent hires have completed four years of college and graduate studies. A credential is required for School Guidance Counselors. Almost all employers report they usually require prior experience. Most also report they will sometimes accept training as a substitute for experience. Promotions may lead to management positions. Most jobs are 40 hours per week. Some are 20-30 hours per week. Most employers report computer word processing skills are important.

### Wages and Fringe Benefits

#### UNION:

<b>New Hires/Inexp'd:</b>	\$12.73 to \$16.16/hr	Median: \$15.19/hr
<b>New Hires/Exp'd:</b>	\$14.23 to \$16.30/hr	Median: \$15.59/hr
<b>Exp'd/After 3 Years:</b>	\$16.03 to \$20.62/hr	Median: \$17.11/hr

#### NON-UNION:

<b>New Hires/Inexp'd:</b>	\$8.00 to \$15.25/hr	Median: \$11.99/hr
<b>New Hires/Exp'd:</b>	\$8.00 to \$17.25/hr	Median: \$14.38/hr
<b>Exp'd/After 3 Years:</b>	\$9.25 to \$19.25/hr	Median: \$18.22/hr

Almost all employers provide medical insurance, dental insurance, vision insurance, paid sick leave, and a retirement plan. Most also provide life insurance and paid vacation. Some employers may also provide benefits to part-time employees.

### Getting the Training

The level of training required varies depending on the industry or type of employer. Consult with potential employers to determine specific training requirements.

### Getting the Job

Most Vocational and Educational Counselors in Napa County are employed by school districts and job training agencies. Most employers are union. Almost all employers recruit applicants through newspaper advertisements. Most also recruit from public school or program referrals, and in-house promotion or transfer.

**Key Terms:** Almost All (>75%), Most (51-75%), Many (35-50%), Some (10-34%), Few (<10%)

### Employment Information

**Occupation Size:** Medium. There are approximately 70 to 85 Vocational and Educational Counselors currently employed in Napa County. About 62 percent nationwide are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** Less than 5 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** Less than 5 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers report that they have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

### Very Important Qualifications for Job Entry

**Technical Skills:** Problem solving skills; vocational counseling skills; record keeping skills; ability to write effectively; ability to interview others for information; knowledge of the requirements of vocational training programs; ability to apply vocational skills assessment tools and techniques; ability to conduct training programs; ability to plan and organize the work of others; and ability to analyze labor market information.

**Physical Abilities:** Ability to sit continuously for 2 or more hours.

**Basic Skills:** Oral communication skills; ability to read and follow instructions; and ability to write legibly.

**Other Qualifications:** Ability to consider long-range effects of decisions; interpersonal skills; understanding of a variety of cultures; ability to deal effectively with difficult individuals; ability to work under pressure; public contact skills; ability to work independently; ability to make decisions; customer service skills; and ability to motivate others.

### Nationwide Job Outlook

Overall employment of counselors is expected to grow faster than the average for all occupations through the year 2005. In addition, replacement needs should increase significantly by the end of the decade as a large number of counselors reach retirement age. Employment of school counselors is expected to grow because of increasing enrollments and the expanded responsibilities of counselors. Counselors increasingly are becoming involved in crisis and preventive counseling, helping students deal with issues ranging from drug and alcohol abuse to death and suicide.



## Waiters & Waitresses

### Description

Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as tables. Does not include workers who only work at counters (OES 650080).

### Training, Experience, and Other Requirements

Most recent hires have completed high school. Many employers report they usually require prior experience. Many also report they usually will accept training as a substitute for experience. Promotions may lead to supervisory positions. Most jobs are 35 hours or more per week. Some are 20-30 hours per week. Willingness to work part-time, on-call, nights, weekends, and holidays is important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$4.25 to \$8.00/hr	Median: \$4.75/hr
<b>New Hires/Exp'd:</b>	\$4.25 to \$9.00/hr	Median: \$4.75/hr
<b>Exp'd/After 3 Years:</b>	\$4.25 to \$10.00/hr	Median: \$4.75/hr

These wages do not include tips and do not reflect the new minimum wage of \$4.75/hr that went into effect on October 1, 1996.

Many employers provide medical insurance and a paid vacation. Some also provide dental insurance.

### Getting the Training

Employers generally provide the training for this occupation.

### Getting the Job

Most Waiters and Waitresses in Napa County are employed in eating places. Few employers are union. Most employers recruit applicants through newspaper advertisements and by referrals from employees. Some also fill positions through unsolicited applications, in-house promotion or transfer, and from public school or program referrals.

### Employment Information

**Occupation Size:** Very large. There are approximately 1,185 to 1,450 Waiters and Waitresses currently employed in Napa County. About 70 percent in California are female.

**Annual Turnover:** Estimated to be high (30-39%).

**Projected Growth:** 55-65 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** 60-70 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

### Very Important Qualifications for Job Entry

**Technical Skills:** Cash handling skills; ability to operate a cash register.

**Physical Abilities:** Ability to stand continuously for 2 or more hours; ability to lift at least 30 lbs. repeatedly.

**Basic Skills:** Ability to read and follow instructions; oral communication skills; ability to write legibly; ability to follow oral instructions; basic math skills.

**Other Qualifications:** Interpersonal skills; customer service skills; good grooming skills; public contact skills; ability to work under pressure; ability to work independently; willingness to work with close supervision.

### Nationwide Job Outlook

Job openings are expected to be abundant through the year 2005. Most openings will arise from the need to replace the high proportion of workers who leave this very large occupation each year. There is substantial movement into and out of the occupation because the limited formal education and training requirements for these jobs allow easy entry, and the predominance of part-time jobs is attractive to persons seeking a short-term source of income rather than a career.

## Winery Workers

### Introduction

This special survey project included a focus group conducted with Sonoma County winery representatives and telephone interviews with Napa County winery representatives. Once the data was collected and analyzed, it appeared that there was enough consistency to prepare one report summary using data from both counties. As a result, the data has more credibility. Nevertheless, it must be emphasized that the information presented is based on exploratory research and should not be considered statistically reliable.

### The Occupations

Although each winery is somewhat unique in how they operate, the occupations can often be grouped into five major categories (or departments): Vineyard/Ranch, Cellar, Production/Bottling, Sales/Marketing, and Administration.

When asked what are their fastest growing occupations, the responses varied from winery to winery. Some are growing the fastest in the area of Sales/Marketing, while some others are growing the fastest in Production/Bottling due to automation or the use of different production techniques. When asked what positions are the most difficult to fill, the responses were again varied. Some have the most difficulty finding individuals with prior winery-related experience in skilled, supervisory, or management positions. Some others have the most difficulty finding well-trained and experienced maintenance and production mechanics. For many positions, especially in categories 1-3, bilingual skills are highly desirable. When asked what occupations are declining in size, almost all responded with "none."

The following table lists the occupations most often found in medium to large sized wineries for categories 1-4. As in most industries, the smaller the employer, the more their employees tend to be "generalists." The larger the employer, the more specialized (or departmentalized) their employees tend to be. Depending on the size of the winery, the Administration category would include some combination of managers, human resource staff, and clerical support staff. Warehouse/Distribution may sometimes be a sixth category, although most wineries appear to have one of their other departments (generally Cellar, Production/Bottling, or Sales/Marketing) handle warehouse and distribution responsibilities.

Occupational Group	Entry-Level	Degree Req'd	Potential Earnings	May Promote to
<b>VINEYARD/RANCH</b>				
Vineyard Worker/Laborer	yes	no	\$7-8/hr	Tractor Driver or Crew Leader
Tractor Driver	no	no	insuff. data	Crew Leader
Crew Leader/Foreman	no	no	\$8.50/hr +	Supervisor (degree usually req'd)
Supervisor (Viticulturist)	no	usually	\$37-41k/yr	Manager
Manager (Viticulturist)	no	yes	\$40-73k/yr	
<b>CELLAR</b>				
Cellar Worker	yes	no	\$8-16/hr	Crew Leader/Foreman
Crew Leader/Foreman	no	no	\$10-14/hr	Cellar Manager
Cellar Supervisor, Master or Manager	no	no	insuff. data	
Lab Tech/Enologist	no	usually	\$21-25k/yr	Assistant Winemaker
Assistant Winemaker (Enologist)	no	yes	\$40-45k/yr	Winemaker
Winemaker (Enologist)	no	yes	\$45-78k/yr	
<b>PRODUCTION/BOTTLING</b>				
Bottler	?	no	\$9-14/hr	Machine Operator
Machine Operator	no	no	\$13-17/hr	Crew Leader
Crew Leader	no	no	\$15-17/hr	Bottling Manager
Bottling Manager	no	no	\$40-50k/yr	
Maintenance Mechanic	no	no	insuff. data	
Production Manager	no	yes	\$40-60k/yr	
<b>SALES/MARKETING</b>				
Tour Guide	yes	no	\$8-10/hr	Supervisor or Sales Rep
Tasting Room Employee	yes	no	\$8-10/hr	"
Counter Salesperson	yes	no	\$8-10/hr	"
Sales Representative	?	no	\$32-40k/yr	Sales/Marketing Manager
Sales/Marketing Manager	no	yes	\$32-40k/yr	

## Schools and Training Providers in Napa County

## Bridgeford Flying Service

2030 Airport Road, Napa, CA 94558

Phone: 707-224-0887 Fax: 707-257-7770

### Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	No	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	Yes
Public Transp. Nearby:	No	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No
Veteran Approved:	No		

### Certificate Programs Offered:

#### Commercial Pilot Program

Objective: *Commercial Pilot*

Approximate Cost to Complete: \$8,000-\$10,000

Average Time to Complete: 2 months

#### Instructor Program

Objective: *Private Pilot Instructor*

Approximate Cost to Complete: \$3,000-\$5,000

Average Time to Complete: 3 months

#### Instrument Rating Program

Objective: *Private Pilot*

Approximate Cost to Complete: \$3,000-\$5,000

Average Time to Complete: 3-6 months

#### Private Pilot Program

Objective: *Private Pilot*

Approximate Cost to Complete: \$3,000-\$5,000

Average Time to Complete: 3-6 months

## Diversified Office & Teaching Services

1135 Rutherford Road, Rutherford, CA 94573

Phone: 707-944-0300 Fax: 707-963-0507

### Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	No	Learning Disabilities Pgm:	No
Career Counseling:	Yes	Academic Advising:	No
Career Assessment:	Yes	Tutorial Services:	Yes
Public Transp. Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	Yes
Veteran Approved:	No		

### Certificate Programs Offered:

#### Bookkeeper

Objective: *Bookkeeper*

Approximate Cost to Complete: \$5,800 + supplies

Average Time to Complete: 290 hours

#### Bookkeeping Assistant

Objective: *Bookkeeping Assistant*

Approximate Cost to Complete: \$4,800 + supplies

Average Time to Complete: 240 hours

#### Clerical Support: Bookkeeping

Objective: *General Office Clerk, Clerical Related Positions*

Approximate Cost to Complete: \$1,600 + supplies

Average Time to Complete: 80 hours

#### Clerical Support: Desktop Publishing

Objective: *Clerical Related Positions*

Approximate Cost to Complete: \$3,000 + supplies

Average Time to Complete: 150 hours

#### Clerical Support: Word Processing

Objective: *Receptionist, Secretary*

Approximate Cost to Complete: \$1,600 + supplies

Average Time to Complete: 80 hours

## Diversified Office &amp; Teaching Services--continued

**Customer Service**Objective: *Customer Service Representative*

Approximate Cost to Complete: \$3,800 + supplies

Average Time to Complete: 190 hours

**Medical Front Office**Objective: *Receptionist, Insurance Biller*

Approximate Cost to Complete: \$3,000 + supplies

Average Time to Complete: 150 hours

**Lifestream Massage School**

3273 Claremont Way, Suite 208, Napa, CA 94558

Phone: 707-226-2090 Fax: 707-253-1359

## Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Learning Disabilities Pgm:	No
Career Counseling:	Yes	Academic Advising:	No
Career Assessment:	Yes	Tutorial Services:	No
Public Transp. Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No
Veteran Approved:	No		

## Certificate Programs Offered:

**Massage Therapy, Advanced**Objective: *Certified Massage Therapist*

Approximate Cost to Complete: \$2,000

Average Time to Complete: 8 months

**Massage Therapy, Basic**Objective: *Certified Massage Therapist*

Approximate Cost to Complete: \$1,095

Average Time to Complete: 3 months

**Napa County Regional Occupational Program (ROP)**

1015 Kaiser Road, Napa, CA 94558

Phone: 707-253-6830 Fax: 707-253-6841

## Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Learning Disabilities Pgm:	No
Career Counseling:	Yes	Academic Advising:	No
Career Assessment:	Yes	Tutorial Services:	No
Public Transp. Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No
Veteran Approved:	Yes		

*Note: In most cases, ROP programs are open to high school students and, if openings exist, to adults who are also local residents. ROP programs may be considered open entry-open exit, and may require fees for adults.*

## Certificate Programs Offered:

**Automotive Services**Objective: *Entry-Level Automotive Technician*

Average Time to Complete: 2 semesters

**Animal/Veterinary Sciences**Objective: *Veterinary Assistant*

Average Time to Complete: 2 semesters

**Agricultural Mechanics**Objective: *Farm Equipment Mechanic*

Average Time to Complete: 2 semesters

**Banking & Finance**Objective: *Teller*

Average Time to Complete: 2 semesters

**Business Technology & Computer Applications**Objective: *Clerical Related Positions*

Average Time to Complete: 2 semesters

## Napa County ROP--continued

**Careers in Child Development**Objective: *Child Care Worker*

Average Time to Complete: 2 semesters

**Construction Technology**Objective: *Apprentice Carpenter, Carpenter's Helper*

Average Time to Complete: 2 semesters

**Cosmetology**Objective: *Cosmetologist*

Average Time to Complete: 2 semesters

**Drafting & Engineering**Objective: *Entry-Level Drafting*

Average Time to Complete: 2 semesters

**Forestry**Objective: *Forestry Related Occupations*

Average Time to Complete: 2 semesters

**Furniture & Cabinetmaking**Objective: *Entry-Level Cabinetmaking & Furniture Repair*

Average Time to Complete: 2 semesters

**Home Health Aide**Objective: *Home Healthcare Worker*

Average Time to Complete: 2 semesters

**Horse Management**Objective: *Entry-Level Equine Occupations*

Average Time to Complete: 2 semesters

**Hospitality Services**Objective: *Host/Hostess*

Average Time to Complete: 2 semesters

**Landscape Management**Objective: *Landscape Construction Worker*

Average Time to Complete: 2 semesters

**Manicuring**Objective: *Manicurist*

Average Time to Complete: 2 semesters

**Medical Careers**Objective: *Medical Front/Back Office Worker*

Average Time to Complete: 2 semesters

**Nursing Assistant Certification**Objective: *Nursing Assistant (CNA)*

Average Time to Complete: 2 semesters

**Printing & Graphics**Objective: *Entry-Level Printing Occupations*

Average Time to Complete: 2 semesters

**Publications & Production**Objective: *Entry-Level Publishing Occupations*

Average Time to Complete: 2 semesters

**Small Business Management**Objective: *Small Business Owner/Operator*

Average Time to Complete: 2 semesters

**Telecommunications & Electronics Technology**Objective: *Entry-Level Electronics Related Occupations*

Average Time to Complete: 2 semesters

**Welding**Objective: *Welder's Apprentice*

Average Time to Complete: 2 semesters

## Napa Valley Adult School

2447 Old Sonoma Road, Napa, CA 94558  
Phone: 707-253-3594 Fax: 707-253-3828

### Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	Yes
Career Counseling:	Yes	Academic Advising:	Yes
Career Assessment:	Yes	Tutorial Services:	Yes
Public Transp. Nearby:	Yes	ESL Courses:	Yes
On-Site Child Care:	Yes	GED Assistance:	Yes
Veteran Approved:	Yes		

### Certificate Programs Offered:

#### Accounting/Bookkeeping

Objective: *Account Clerk, Bookkeeping Assistant*

Approximate Cost to Complete: \$150

Average Time to Complete: 6-9 months

#### Administrative Assistant/Secretary

Objective: *Administrative Assistant, Secretary*

Approximate Cost to Complete: \$150

Average Time to Complete: 6-9 months

#### Computer & Information Services

Objective: *Entry-Level Computer-Related Occupations*

Approximate Cost to Complete: \$45

Average Time to Complete: 5 weeks

#### Computer Technician

Objective: *Entry-Level Computer Service Technician*

Approximate Cost to Complete: \$50-\$80

Average Time to Complete: 10 weeks

#### Electricity, Basic

Objective: *Apprentice Electrician*

Approximate Cost to Complete: \$50-\$80

Average Time to Complete: 10 weeks

#### Heating, Air Conditioning & Refrigeration

Objective: *Entry-Level HVAC Technician*

Approximate Cost to Complete: \$50-\$80

Average Time to Complete: 10 weeks

## Napa Valley College

2277 Napa-Vallejo Highway, Napa, CA 94558  
Phone: 707-253-3000 Fax: 707-253-3015

### Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	Yes
Career Counseling:	Yes	Academic Advising:	Yes
Career Assessment:	Yes	Tutorial Services:	Yes
Public Transp. Nearby:	Yes	ESL Courses:	Yes
On-Site Child Care:	Yes	GED Assistance:	No
Veteran Approved:	Yes		

*Note: Associate Degree programs usually require 60 units, or two years (four semesters), of study for full-time students. Certificate programs generally require two to four semesters to complete, depending on the program (and the student).*

### Degree Programs Offered:

Accounting & Finance  
Administration of Justice  
Biomedical Electronics Technology  
Business & Commerce  
Child & Family Studies  
Communications/CATV Technology  
Computer Studies  
Corrections/Probation  
Cosmetology  
Drafting Technology  
Electronics Technology  
General Education  
General Studies  
Humanities & Fine Arts  
Law Enforcement  
Machine Tool Technology  
Management & Marketing  
Natural Science & Mathematics  
Nursing  
Office Administration Studies  
Paralegal Studies  
Photography Technology  
Police Academy  
Psychiatric Technician  
Real Estate

## Napa Valley College--continued

Respiratory Therapy  
 Social & Behavioral Sciences  
 Telecommunications Technology  
 Viticultural Science  
 Vocational Nursing  
 Welding Technology  
 Wildlife Law Enforcement

## Certificate Programs Offered:

**Administration of Justice-Corrections/Probation**

Objective: *Correctional Officer, Probation Officer*  
 Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)  
 Average Time to Complete: 2 semesters

**Administration of Justice-Law Enforcement**

Objective: *Police Officer, Sheriff's Deputy*  
 Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)  
 Average Time to Complete: 2 semesters

**Administration of Justice-Wildlife Law Enforcement**

Objective: *Game Warden*  
 Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)  
 Average Time to Complete: 2-3 semesters

**Biomedical Electronics Technology**

Objective: *Biomedical Equipment Service Technician*  
 Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)  
 Average Time to Complete: 2-3 semesters

**Bookkeeping**

Objective: *Bookkeeper, Accounting Clerk*  
 Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)  
 Average Time to Complete: 2-3 semesters

**Communications Technology**

Objective: *Video Occupations*  
 Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)  
 Average Time to Complete: 2-3 semesters

**Computer Studies-Management Information Systems**

Objective: *Computer Related Occupations*  
 Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)  
 Average Time to Complete: 3-4 semesters

**Child & Family Studies**

Objective: *Day Care Provider*  
 Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)  
 Average Time to Complete: 3-4 semesters

**Cosmetology**

Objective: *Cosmetologist*  
 Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)  
 Average Time to Complete: 2 semesters

**Drafting Technology-Architectural**

Objective: *Drafter, CAD Operator*  
 Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)  
 Average Time to Complete: 3-4 semesters

**Drafting Technology-General**

Objective: *Drafter, CAD Operator*  
 Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)  
 Average Time to Complete: 2-3 semesters

**Electronics Technology**

Objective: *Electronic Engineering Occupations*  
 Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)  
 Average Time to Complete: 2 semesters

**Environmental Technology**

Objective: *Hazardous Materials Technician*  
 Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)  
 Average Time to Complete: 2-3 semesters

**Machine Tool Technology**

Objective: *Machinist*  
 Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)  
 Average Time to Complete: 2-3 semesters

**Management & Supervision**

Objective: *Office Manager*  
 Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)  
 Average Time to Complete: 3 semesters



## Napa Valley College--continued

**Marketing**Objective: *Marketing, Advertising, & P.R. Manager*

Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)

Average Time to Complete: 3 semesters

**Office Assistant Studies**Objective: *Office Assistant*

Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)

Average Time to Complete: 2 semesters

**Paralegal Studies**Objective: *Paralegal, Legal Assistant*

Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)

Average Time to Complete: 2-3 semesters

**Photography Technology**Objective: *Photographic Lab Worker*

Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)

Average Time to Complete: 2 semesters

**Psychiatric Technician**Objective: *Psychiatric Technician*

Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)

Average Time to Complete: 3-4 semesters

**Public Administration**Objective: *Business Related Occupations*

Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)

Average Time to Complete: 3-4 semesters

**Real Estate**Objective: *Real Estate Agent*

Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)

Average Time to Complete: 2-3 semesters

**Respiratory Therapy**Objective: *Respiratory Therapist*

Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)

Average Time to Complete: 3-4 semesters

**Telecommunications Technology**Objective: *Electronic Engineering Occupations*

Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)

Average Time to Complete: 4 semesters

**Viticulture & Winery Technology**Objective: *Agricultural Related Occupations*

Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)

Average Time to Complete: 3-4 semesters

**Vocational Nursing**Objective: *Licensed Vocational Nurse*

Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)

Average Time to Complete: 3-4 semesters

**Welding Technology**Objective: *Welder*

Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)

Average Time to Complete: 2-3 semesters

**Wine Marketing & Sales**Objective: *Sales Representative*

Approximate Cost to Complete: \$13/unit (avg. Cost of \$195/semester)

Average Time to Complete: 3-4 semesters

## Pacific Union College

460 Howell Mountain Road, Angwin, CA 94508

Phone: 707-965-6311 or 800-862-7080 Fax: 707-965-6432

### Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	Yes
Career Counseling:	Yes	Academic Advising:	Yes
Career Assessment:	No	Tutorial Services:	Yes
Public Transp. Nearby:	No	ESL Courses:	Yes
On-Site Child Care:	Yes	GED Assistance:	No
Veteran Approved:	Yes		

*Note: Associate Degree programs usually require two years (six quarters) of study for full-time students. Bachelor Degree programs usually require four years (twelve quarters) of study for full-time students. Cost per quarter is \$4,323 or \$12,960 per year.*

### Degree Programs Offered:

Applied Mathematics (Bachelor)  
 Art History (Bachelor)  
 Behavioral Science (Bachelor)  
 Biochemistry (Bachelor)  
 Biology (Bachelor)  
 Biophysics (Bachelor)  
 Business Administration: Accounting (Bachelor)  
 Business Administration: Administrative Services (Bachelor)  
 Business Administration: Fashion Marketing (Bachelor)  
 Business Administration: Finance (Bachelor)  
 Business Administration: General Business (Bachelor)  
 Business Administration: Information Systems (Bachelor)  
 Business Administration: International Business (Bachelor)  
 Business Administration: Management (Bachelor)  
 Business Administration: Marketing (Bachelor)  
 Business Education: Business Administration (Bachelor)  
 Business Education: Office Administration (Bachelor)  
 Chemistry (Bachelor)  
 Communication (Bachelor)  
 Computer Science: Data Processing & Management (Bachelor)  
 Digital Media Technology (Bachelor)  
 Early Child Education (Associate)  
 Early Child Education (Bachelor)  
 Electronics (Associate)

Elementary Education: Reading (Graduate)  
 Engineering Technology: Drafting & Design (Associate, Bachelor)  
 Engineering Technology: Electronics (Associate, Bachelor)  
 Engineering Technology: General (Associate, Bachelor)  
 Engineering Technology: Manufacturing (Associate, Bachelor)  
 Engineering Technology: Robotics (Associate, Bachelor)  
 Engineering Technology: Transportation (Associate, Bachelor)  
 English: British & American Literature (Bachelor)  
 English: English as a Second Language (Certificate)  
 English: English as a Second Language (Bachelor)  
 English: English Education (Bachelor)  
 English: Writing (Bachelor)  
 Family & Consumer Sciences (Bachelor)  
 Fashion Merchandising (Associate)  
 Fine Arts (Bachelor)  
 Foods & Nutrition (Associate)  
 Foods & Nutrition (Bachelor)  
 French (Bachelor)  
 General Studies (Associate)  
 Graphic Design (Bachelor)  
 Graphics Technology (Bachelor)  
 History (Bachelor)  
 History & Government (Bachelor)  
 Industrial Technology & Management: Aviation (Bachelor)  
 Industrial Technology & Management: General (Bachelor)  
 Industrial Technology & Management: Manufacturing (Bachelor)  
 Industrial Technology & Management: Transportation (Bachelor)  
 Industrial Technology Education (Bachelor)  
 Interdisciplinary Studies (Bachelor)  
 International Communication: French (Bachelor)  
 International Communication: German (Bachelor)  
 International Communication: Spanish (Bachelor)  
 Journalism (Bachelor)  
 Lay Ministries & Bible Instructor Training (Associate)  
 Liberal Studies (Bachelor)  
 Mathematics (Bachelor)  
 Medical Physics (Bachelor)  
 Medical Technology (Bachelor)  
 Music (Bachelor)  
 Music Education (Bachelor)  
 Music: Performance (Bachelor)  
 Natural Science (Bachelor)  
 Nursing (Bachelor)  
 Office Administration (Bachelor)

## Pacific Union College--continued

Office Administration: Executive (Associate)  
 Office Administration: Information/Word Processing (Associate)  
 Office Administration: Legal (Associate)  
 Office Administration: Medical (Associate)  
 Photography (Associate)  
 Physical Education: Commercial Fitness Management (Bachelor)  
 Physical Education: Teacher Education (Bachelor)  
 Physics (Bachelor)  
 Piano Pedagogy (Associate)  
 Pre-Medical Technology (Bachelor)  
 Psychology (Bachelor)  
 Public Relations (Bachelor)  
 Religion (Bachelor)  
 Residential Interior Design (Associate)  
 Residential Interior Design (Bachelor)  
 Robotics (Associate)  
 Social Studies (Bachelor)  
 Social Work (Bachelor)  
 Spanish (Bachelor)  
 Teaching Credential: Elementary (Bachelor)  
 Teaching Credential: Secondary (Bachelor)  
 Theology (Bachelor)

## Preprofessional/Transfer Programs Offered:

Architecture  
 Cytotechnology  
 Dental Hygiene  
 Dentistry  
 Dietetics  
 Engineering  
 Health Information Administration  
 Law  
 Medical Radiology  
 Medical Technology  
 Medicine  
 Nurse Practitioner  
 Occupational Therapy  
 Occupational Therapy Assisting  
 Optometry  
 Osteopathy  
 Pharmacy

Physical Therapist Assisting  
 Physical Therapy  
 Physician Assistant  
 Public Health  
 Respiratory Therapy  
 Speech Pathology & Audiology  
 Surgical Technology  
 Veterinary Medicine

## Vintage Academy of Hair Design

2110 Main Street, Napa, CA 94558

Phone: 707-226-1845

## Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	Yes
Career Assessment:	No	Tutorial Services:	No
Public Transp. Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No
Veteran Approved:	Yes		

## Certificate Programs Offered:

**Cosmetology**

Objective: *Cosmetologist*  
 Approximate Cost to Complete: \$500  
 Average Time to Complete: 1600 hours (10 months)

**Manicurist**

Objective: *Manicurist*  
 Approximate Cost to Complete: \$400  
 Average Time to Complete: 400 hours

## Appendix

## Occupational References

Automotive Body & Related Repairers (OES 853050)

**California Occupational Guides:** See Automobile-Body Repairers

**Occupational Outlook Handbook:** See Automotive Body Repairers

**Dictionary of Occupational Titles:**

Squeak, Rattle, and Leak Repairer	620.364-010
Used-Car Renovator	620.684-034
Shop Estimator	807.267-010
Truck-Body Builder	807.281-010
Automobile-Body Customizer	807.361-010
Automobile-Body Repairer	807.381-010
Frame Repairer	807.381-018
Service Mechanic	807.381-022
Auto-Body Repairer, Fiberglass	807.381-030
Frame Straightener	807.484-010
Automobile-Bumper Straightener	807.684-010
Paint Sprayer, Sandblaster	845.381-018
Glass Installer	865.684-010

Automotive Mechanics (OES 853020)

**California Occupational Guides:** See Automobile Mechanics

**Occupational Outlook Handbook:** See Automotive Mechanics

**Dictionary of Occupational Titles:**

Automobile Mechanic	620.261-010
Automobile Mechanic Apprentice	620.261-012
Automobile-Service-Station Mechanic	620.261-030
Automotive-Cooling-System Diagnostic Tech.	620.261-034
Air-Conditioning Mechanic	620.281-010
Brake Repairer	620.281-026
Carburetor Mechanic	620.281-034
Front-End Mechanic	620.281-038
Maintenance Mechanic	620.281-046
Transmission Mechanic	620.281-062
Tune-Up Mechanic	620.281-066
Vehicle Fuel-Systems Converter	620.281-070
Automobile-Radiator Mechanic	620.381-010
Repairer, Heavy	620.381-022
Brake Adjuster	620.684-018
Clutch Rebuilder	620.684-022
Fuel-Injector Servicer	625.281-022
Wheelwright	706.381-046
New Car Get-Ready Mechanic	806.361-026
Automobile-Accessories Installer	806.684-038

Muffler Installer	807.664-010
Floor Service worker, Spring	807.684-022
Automatic-Window-Seat-and-Top-Lift Repairer	825.381-014

Bakers, Bread & Pastry (OES 650210)

**California Occupational Guides:** See Retail Baker; see also Bakers and Production Workers

**Occupational Outlook Handbook:** See Chefs, Cooks, and Other Kitchen Workers

**Dictionary of Occupational Titles:**

Baker, Second	313.361-010
Pie Maker	313.361-038
Baker	313.381-010
Cook Apprentice, Pastry	313.381-018
Cook, Pastry	313.381-026

Bookkeeping, Accounting & Auditing Clerks (OES 553380)

**California Occupational Guides:** See Bookkeeping, Accounting, and Auditing Clerks

**Occupational Outlook Handbook:** See Bookkeeping, Accounting, and Auditing Clerks

**Dictionary of Occupational Titles:**

Checker II	209.687-010
Distribution-Accounting Clerk	210.362-010
Account-Information Clerk	210.367-010
Foreign-Exchange-Position Clerk	210.367-014
Audit Clerk	210.382-010
Bookkeeper	210.382-014
Classification-Control Clerk	210.382-030
Credit-Card Clerk	210.382-038
Fixed-Capital Clerk	210.382-042
General-Ledger Bookkeeper	210.382-046
Mortgage-Loan-Computation Clerk	210.382-050
Night Auditor	210.382-054
Securities Clerk	210.382-062
Collection Clerk	216.362-014
Food-And-Beverage Controller	216.362-022
Mortgage-Accounting Clerk	216.362-026
Reserves Clerk	216.362-034
Electronics Funds Transfer Coordinator	216.362-038
Margin Clerk I	216.362-042
Budget Clerk	216.382-022
Clearing-House Clerk	216.382-026
Returned-Item Clerk	216.382-058
Accounting Clerk	216.482-010

## Bookkeeping, Accounting &amp; Auditing Clerks--continued

Dividend-Deposit-Voucher Clerk	216.482-026
Booking Clerk	216.587-010
Voucher Clerk	219.362-066
Canceling and Cutting Control Clerk	219.367-042
Letter-of-Credit Clerk	219.367-050
Tax Clerk	219.487-010
Parimutuel-Ticket Checker	219.587-010

## Bus &amp; Truck Mechanics &amp; Diesel Engine Specialists (OES 853110)

**California Occupational Guides:** See Bus and Truck Mechanics and Diesel Engine Specialists

**Occupational Outlook Handbook:** See Diesel Mechanics

**Dictionary of Occupational Titles:**

Maintenance Mechanic	620.281-046
Mechanic, Industrial Truck	620.281-050
Tractor Mechanic	620.281-058
Diesel Mechanic	625.281-010
Diesel-Mechanic Apprentice	625.281-014
Diesel-Engine Erector	625.361-010

## Carpenters (OES 871020)

**California Occupational Guides:** See Carpenters

**Occupational Outlook Handbook:** See Carpenters

**Dictionary of Occupational Titles:**

Carpenter, Prototype	806.281-058
Carpenter, Maintenance	860.281-010
Carpenter, Ship	860.281-014
Boatbuilder, Wood	860.361-010
Boatbuilder, Apprentice-Wood	860.361-014
Carpenter	860.381-022
Carpenter-Apprentice	860.381-026
Carpenter, Bridge	860.381-030
Carpenter, Mold	860.381-034
Carpenter, Railcar	860.381-038
Carpenter, Rough	860.381-042
Form Builder	860.381-046
Joiner	860.381-050
Joiner-Apprentice	860.381-054
Shipwright	860.381-058
Shipwright-Apprentice	860.381-062
Tank Builder and Erector	860.381-066
Tank Erector	860.381-070
Carpenter I	860.664-010

Carpenter II	860.681-010
Builder, Beam	860.684-010
Sider	860.684-014
Composition-Weatherboard Applier	863.684-010
Sign Erector-and-Repairer	869.361-018
House Repairer	869.381-010
Timber Framer	869.381-034
Assembler, Sub-Assembly	869.684-018
Lay-Out Worker	869.684-034
Roof Assembler I	869.684-012
Prop Maker	962.281-010

## Cashiers (OES 490230)

**California Occupational Guides:** See Cashiers

**Occupational Outlook Handbook:** See Cashiers

**Dictionary of Occupational Titles:**

Order Clerk, Food and Beverage	209.567-014
Cashier I	211.362-010
Paymaster of Purses	211.367-010
Cashier II	211.462-010
Cashier-Checker	211.462-014
Cashier-Wrapper	211.462-018
Cashier, Gambling	211.462-022
Check Cashier	211.462-026
Drivers'-Cash Clerk	211.462-030
Teller	211.462-034
Toll Collector	211.462-038
Cashier, Courtesy Booth	211.467-010
Money Counter	211.467-014
Parimutuel-Ticket Cashier	211.467-018
Parimutuel-Ticket Seller	211.467-022
Sheet Writer	211.467-026
Ticket Seller	211.467-030
Change Person	211.467-034
Cashier, Tube Room	211.482-010
Information Clerk-Cashier	249.467-010
Auction Clerk	294.567-010

Child Care Workers (OES 680380)

**California Occupational Guides:** See Child Care Workers (Aides)

**Occupational Outlook Handbook:** See Preschool Workers

**Dictionary of Occupational Titles:**

Child-Care Attendant, School	355.674-010
Attendant, Children's Institution	359.677-010
Nursery School Attendant	359.677-018
Playroom Attendant	359.677-026

Computer Network (LAN/WAN) Technicians (No OES or DOT codes identified)

**California Occupational Guides:** See LAN/WAN Managers; See also

Computer Systems Analysts

**Occupational Outlook Handbook:** See Computer Scientists and Systems Analysts

Computer Programmers, Including Aides (OES 251051)

**California Occupational Guides:** See Computer Programmers

**Occupational Outlook Handbook:** See Computer Programmers

**Dictionary of Occupational Titles:**

Computer Programmer	030.162-010
Programmer, Engineering and Scientific	030.162-018
Chief, Computer Programmer	030.167-010
Photo Mask Technician, Electron-Beam	972.382-022

Cooks, Restaurant (OES 650260)

**California Occupational Guides:** See Cooks and Chefs

**Occupational Outlook Handbook:** See Chefs, Cooks, and Other Kitchen Workers

**Dictionary of Occupational Titles:**

Chef De Froid	313.281-010
Cook	313.361-014
Cook, Apprentice	313.361-018
Cook, Specialty, Foreign Food	313.361-030
Garde Manger	313.361-034
Cook, Barbecue	313.381-022
Ice-Cream Chef	313.381-034
Cook, Station	315.361-022
Cook, Larder	315.381-014
Cook, Railroad	315.381-018

Cooks, Specialty Fast Food (OES 650320)

**California Occupational Guides:** See Cooks and Chefs

**Occupational Outlook Handbook:** See Chefs, Cooks, and Other Kitchen Workers

**Dictionary of Occupational Titles:**

Cook, Specialty	313.361-026
Cook, Fast Food	313.374-010
Baker, Pizza	313.381-014

Cost Estimators (OES 219020)

**California Occupational Guides:** Not Available

**Occupational Outlook Handbook:** See Cost Estimators

**Dictionary of Occupational Titles:**

Estimator	169.267-038
Estimator, Paperboard Boxes	221.362-018
Estimator, Printing	221.367-014
Lumber Estimator	221.482-014

Crushing, Grinding & Mixing Machine Operators (OES 929650)

**California Occupational Guides:** Not Available

**Occupational Outlook Handbook:** Not Available

**Dictionary of Occupational Titles:** 362 related DOT titles

Drafters (OES 225140)

**California Occupational Guides:** See Drafting Occupations

**Occupational Outlook Handbook:** See Drafters

**Dictionary of Occupational Titles:**

Drafter, Architectural	001.261-010
Drafter, Landscape	001.261-014
Drafter, Aeronautical	002.261-010
Supervisor, Drafting and Printed Circuit Design	003.131-010
Controls Designer	003.261-014
Integrated Circuit Layout Designer	003.261-018
Printed Circuit Designer	003.261-022
Drafter, Electrical	003.281-010
Drafter, Electronic	003.281-014
Drafter, Civil	005.281-010
Drafter, Structural	005.281-014
Die Designer	007.161-010
Die-Designer Apprentice	007.161-014
Engineering Assistant, Mechanical Equipment	007.161-018
Chief Drafter	007.261-010
Drafter, Castings	007.261-014
Drafter, Patent	007.261-018
Drafter, Tool Design	007.261-022

## Drafters--continued

Drafter, Mechanical	007.281-010
Drafter, Directional Survey	010.281-010
Drafter, Geological	010.281-014
Drafter, Geophysical	010.281-018
Drafter, Marine	014.281-010
Drafter, Chief, Design	017.161-010
Design Drafter, Electromechanisms	017.261-014
Detailer	017.261-018
Detailer, Furniture	017.261-022
Drafter, Commercial	017.261-026
Drafter, Detail	017.261-030
Drafter, Heating and Ventilating	017.261-034
Drafter, Plumbing	017.261-038
Drafter, Automotive Design	017.261-042
Auto-Design Detailer	017.281-010
Drafter Apprentice	017.281-014
Drafter, Assistant	017.281-018
Drafter, Automotive Design Layout	017.281-026
Drafter, Oil and Gas	017.281-030
Technical Illustrator	017.281-034
Test Fixture Designer	726.364-014

## Electricians (OES 872020)

**California Occupational Guides:** See Electricians**Occupational Outlook Handbook:** See Electricians**Dictionary of Occupational Titles:**

Street-Light Repairer	729.381-018
Installer, Electrical, Plumbing, Mechanical	806.381-062
Protective-Signal Installer	822.361-018
Protective-Signal Repairer	822.361-022
Electrician	824.261-010
Electrician Apprentice	824.261-014
Airport Electrician	824.281-010
Neon-Sign Servicer	824.281-018
Street-Light Servicer	824.381-010
Electrician	824.681-010
Electrician	825.381-030
Electrician Apprentice	825.381-034
Electrician, Maintenance	829.261-018
Trouble Shooter I	952.364-010
Switch Inspector	952.381-010

## First Line Supervisors &amp; Managers, Clerical (OES 510020)

**California Occupational Guides:** See Management Trainee**Occupational Outlook Handbook:** See Clerical Supervisors and Managers**Dictionary of Occupational Titles:**

Shelving Supervisor	109.137-010
Manager, Customer Service	168.167-058
Supervisor, Steno Pool	202.132-010
Supervisor, Telegraphic-Typewriter Operators	203.132-010
Supervisor, Transcribing Operators	203.132-014
Supervisor, Word Processing	203.137-010
Typing Section Chief	203.137-014
Supervisor, Survey Workers	205.137-014
Admitting Officer	205.162-010
Supervisor, Files	206.137-010
Chief Clerk, Print Shop	207.137-010
Supervisor, Personnel Clerks	209.132-010
Technical Coordinator	209.132-014
Mailroom Supervisor	209.137-010
Meter Reader, Chief	209.137-014
Supervisor, Agency Appointments	209.137-018
Supervisor, Marking Room	209.137-026
Supervisor, Audit Clerks	210.132-010
Teller, Head	211.132-010
Supervisor, Cashiers	211.137-010
Supervisor, Food Checkers and Cashiers	211.137-014
Supervisor, Money-Room	211.137-018
Supervisor, Tellers	211.137-022
Supervisor, Computer Operations	213.132-010
Documentation Supervisor	214.137-010
Supervisor, Statement Clerks	214.137-014
Rate Supervisor	214.137-018
Supervisor, Accounts Receivable	214.137-022
Crew Scheduler, Chief	215.137-010
Supervisor, Payroll	215.137-014
Supervisor, Force Adjustment	215.137-018
Supervisor, Accounting Clerks	216.132-010
Supervisor, Securities Vault	216.132-014
Cost-and-Sales-Record Supervisor	216.137-010
Transfer Clerk, Head	216.137-014
Proof-Machine-Operator Supervisor	217.132-010
Supervisor, Policy-Change Clerks	219.132-010
Supervisor, Trust Accounts	219.132-014
Supervisor, Underwriting Clerks	219.132-022
Field Cashier	219.137-010
Chief Clerk, Measurement Department	221.132-010



## First Line Supervisors &amp; Managers, Clerical--continued

Control Clerk, Head	221.137-010
Supervisor, Production Clerks	221.137-014
Supervisor, Production Control	221.137-018
Film-Vault Supervisor	222.137-010
Linen-Room Supervisor	222.137-014
Magazine Supervisor	222.137-018
Mailroom Supervisor	222.137-022
Petroleum-Inspector Supervisor	222.137-026
Shipping-and-Receiving Supervisor	222.137-030
Stock Supervisor	222.137-034
Stock-Control Supervisor	222.137-038
Supervisor, Assembly Stock	222.137-042
Tool-Crib Supervisor	222.137-046
Vault Cashier	222.137-050
Sack-Department Supervisor	229.137-010
Yard Supervisor	229.137-014
Supervisor, Delivery Department	230.137-014
Supervisor, Mail Carriers	230.137-018
Central-Office-Operator Supervisor	235.132-010
Communication-Center Coordinator	235.132-014
Telephone Operator, Chief	235.137-010
Supervisor, Telephone Information	237.137-010
Supervisor, Travel-Information Center	237.137-014
Manager, Reservations	238.137-010
Senior Reservations Agent	238.137-014
Supervisor, Gate Services	238.137-018
Supervisor, Ticket Sales	238.137-022
Supervisor, Telephone Clerks	239.132-010
Customer Service Representative Supervisor	239.137-014
Route Supervisor	239.137-018
Service Observer, Chief	239.137-022
Supervisor, Public Message Service	239.137-026
Supervisor, Credit and Loan Collections	241.137-010
Supervisor, Customer-Complaint Service	241.137-014
Supervisor, Claims	241.137-018
Supervisor, Mails	243.137-010
Supervisor, Advertising-Dispatch Clerks	247.137-010
Supervisor, Classified Advertising	247.137-014
Booking Supervisor	248.137-010
Purchasing-and-Claims Supervisor	248.137-014
Supervisor, Customer Services	248.137-018
Office Supervisor, Animal Hospital	249.137-010
Supervisor, Contact and Service Clerks	249.137-014

Supervisor, Correspondence Section	249.137-018
Supervisor, Customer Records Division	249.137-022
Supervisor, Order Takers	249.137-026
Supervisor, Real-Estate Office	249.137-030
Supervisor, Lending Activities	249.137-034
Automobile-Club-Safety-Program Coordinator	249.167-010
Coin-Machine-Collector Supervisor	292.137-010
Supervisor, Safety Deposit	295.137-010
Secretary of Police	375.137-022
Complaint Evaluation Supervisor	375.137-038
Supervisor, Telecommunicator	379.132-010
Supervisor, Central Supply	381.137-014
Boxing-and-Pressing Supervisor	789.137-010
Baggage-and-Mail Agent	910.137-010
Station Agent I	910.137-038
Senior-Commissary Agent	922.137-010
Dispatcher, Chief, Service Or Work	959.137-010
Dispatcher, Service, Chief	959.137-014
Order Dispatcher, Chief	959.137-018

## First Line Supervisors, Agricultural &amp; Forestry (OES 720020)

**California Occupational Guides:** See Management Trainee**Occupational Outlook Handbook:** Not Available**Dictionary of Occupational Titles:**

Field Supervisor, Seed Production	180.167-014
Group Leader	180.167-022
Migrant Leader	180.167-050
Supervisor, Area	401.137-010
Supervisor, Detasseling Crew	401.137-014
Supervisor, Vegetable Farming	402.131-010
Supervisor, Tree-Fruit-and-Nut Farming	403.131-010
Supervisor, Vine-Fruit Farming	403.131-014
Supervisor, Field-Crop Farming	404.131-010
Supervisor, Shed Workers	404.131-014
Supervisor, Horticultural-Specialty Farming	405.131-010
Supervisor, Rose-Grading	405.137-010
Supervisor, Cemetery Workers	406.134-010
Supervisor, Landscape	406.134-014
Greenskeeper I	406.137-010
Superintendent, Greens	406.137-014
Supervisor, Diversified Crops	407.131-010
Supervisor, Spray, Lawn and Tree Service	408.131-010
Supervisor, Insect and Disease Inspection	408.137-010
Supervisor, Tree-Trimming	408.137-014
Harvest Contractor	409.117-010

## First Line Supervisors, Agriculture &amp; Forestry--continued

Supervisor, Picking Crew	409.131-010
Irrigator, Head	409.137-010
Row Boss, Hoeing	409.137-014
Barn Boss	410.131-010
Supervisor, Artificial Breeding Ranch	410.131-014
Supervisor, Dairy Farm	410.131-018
Supervisor, Stock Ranch	410.131-022
Supervisor, Wool-Shearing	410.134-014
Supervisor, Kennel	410.134-018
Supervisor, Research Dairy Farm	410.134-022
Camp Tender	410.137-010
Top Screw	410.137-014
Supervisor, Animal Maintenance	410.137-018
Supervisor, Poultry Farm	411.131-010
Supervisor, Poultry Hatchery	411.137-010
Supervisor, Game Farm	412.131-010
Animal Keeper, Head	412.137-010
Supervisor, Laboratory Animal Facility	418.137-010
Supervisor, Research Kennel	418.137-014
Supervisor, Shellfish Farming	446.133-010
Supervisor, Fish Hatchery	446.134-010
Forest Nursery Supervisor	451.137-010
Supervisor, Christmas-Tree Farm	451.137-014
Supervisor, Log Sorting	455.134-010
Supervisor, Logging	459.133-010
Hook Tender	921.131-010
Yard Supervisor, Cotton Gin	929.137-034

## Food Preparation Workers (OES 650380)

**California Occupational Guides:** See Bakers and Production Workers**Occupational Outlook Handbook:** See Food and Beverage Service

Occupations; see also Chefs, Cooks and other Kitchen Workers

**Dictionary of Occupational Titles:**

Raw Shellfish Preparer	311.674-014
Baker Helper	313.684-010
Cook Helper, Pastry	313.687-010
Carver	316.661-010
Butcher, Chicken and Fish	316.684-010
Deli Cutter-Slicer	316.684-014
Salad Maker	317.384-010
Sandwich Maker	317.664-010
Coffee Maker	317.684-010
Pantry Goods Maker	317.684-014

Cook Helper	317.687-010
Kitchen Helper	318.687-010
Scullion	318.687-014
Silver Wrapper	318.687-018
Food Assembler, Kitchen	319.484-010

## Gardeners &amp; Groundskeepers, Except Farm (OES 790300)

**California Occupational Guides:** See Gardeners and Groundskeepers**Occupational Outlook Handbook:** See Gardeners and Groundskeepers**Dictionary of Occupational Titles:**

Gardener, Special Effects and Instruction Models	406.381-010
Greenskeeper II	406.683-010
Cemetery Worker	406.684-010
Groundskeeper, Industrial-Commercial	406.684-014
Garden Worker	496.684-018
Landscape Specialist	406.687-010
Lawn Service Worker	408.684-010

## General Office Clerks (OES 553470)

**California Occupational Guides:** See File Clerks**Occupational Outlook Handbook:** See General Office Clerks; see also File Clerks**Dictionary of Occupational Titles:**

Congressional-District Aide	209.362-030
Clerk, General	209.562-010
Administrative Clerk	219.362-010
Clerk, Telegraph Service	219.362-022
Contract Clerk, Automobile	219.362-026
Police Aide	243.362-014
Unit Clerk	245.362-014
Animal-Hospital Clerk	245.367-010
Blood-Donor-Unit Assistant	245.367-014
Calendar-Control Clerk, Blood Bank	245.367-018
Animal-Shelter Clerk	249.367-010
Career-Guidance Technician	249.367-014
Police Clerk	375.362-010
Dispatcher, Concrete Products	579.137-030

Hazardous Materials Technicians (No OES codes identified)

**California Occupational Guides:** See Hazardous Waste Technicians

**Occupational Outlook Handbook:** See Science Technicians; See also

Inspectors and Compliance Officers

**Dictionary of Occupational Titles:**

Sanitary Engineer	005.061-030
Industrial Health Engineer	012.167-034
Biomedical Engineer	019.061-010
Environmental Analyst	029.081-010
Sanitarian	079.117-018
Industrial Hygienist	079.161-010
Hazardous Waste Management Specialist	168.267-086
Inspector, Industrial Waste	168.267-054
Environmental Hazardous Waste Tech	168.364-640
Asbestos Abatement Contractors	182.167-010
Leaded Paint Abatement Inspectors and Assessors	182.267-010
Truck Dispatchers	249.167-014
Sanitarian	529.137-014
Equipment Operators	850.683-010
Asbestos Abatement Mechanics	869.134-026
Asbestos Removal Workers	869.684-082
Leaded Paint Abatement Workers	899.364-720
Haz-Mat Truck Drivers	905.663-014
Truck Driver Helpers	905.687-010

Heating, Air Conditioning & Refrigeration Mechanics (OES 859020)

**California Occupational Guides:** See Heating, Air-Conditioning, and

Refrigeration Mechanic

**Occupational Outlook Handbook:** See Heating, Air-Conditioning, and

Refrigeration Technicians

**Dictionary of Occupational Titles:**

Heating & Air-Conditioning Installer and Servicer	637.261-014
Refrigeration Mechanic	637.261-026
Solar-Energy-System Installer	637.261-030
Air and Hydronic Balancing Technician	637.261-034
Evaporative-Cooler Installer	637.381-010
Refrigeration Unit Repairer	637.381-014
Refrigeration Mechanic	827.361-014
Oil-Burner-Servicer-and-Installer	826.281-018
Furnace Installer	826.361-010
Furnace Installer-and-Repairer, Hot Air	869.281-010

Home Health Care Workers (OES 660110)

**California Occupational Guides:** See Home Health Aides

**Occupational Outlook Handbook:** See Homemaker-Home Health Aides

**Dictionary of Occupational Titles:**

Home Attendant	354.377-014
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Hotel Desk Clerks (OES 538080)

**California Occupational Guides:** See Hotel Desk Clerks

**Occupational Outlook Handbook:** See Hotel and Motel Desk Clerks

**Dictionary of Occupational Titles:**

Hotel Clerk	238.367-038
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Housekeeping Supervisors (610080)

**California Occupational Guides:** Not Available

**Occupational Outlook Handbook:** See Janitors and Cleaners and Cleaning

Supervisors

**Dictionary of Occupational Titles:**

Housekeeper	321.137-010
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Human Service Workers (273080)

**California Occupational Guides:** See Social Workers

**Occupational Outlook Handbook:** See Human Services Workers

**Dictionary of Occupational Titles:**

Case Aide	195.367-010
Management Aide	195.367-014
Food-Management Aide	195.367-022
Social-Services Aide	195.367-034

Insurance Policy Processing Clerks (OES 533140)

**California Occupational Guides:** See Insurance Adjusters, Examiners, and

Investigators

**Occupational Outlook Handbook:** See Adjusters, Investigators, and

Collectors

**Dictionary of Occupational Titles:**

Cancellation Clerk	203.382-014
Special-Certificate Dictator	209.382-014
Reviewer	209.687-018
Policy-Change Clerk	219.362-042
Revival Clerk	219.362-050
Insurance Checker	219.482-014

## Janitors &amp; Cleaners (OES 670050)

**California Occupational Guides:** See Janitors and Cleaners**Occupational Outlook Handbook:** See Janitors and Cleaners and Cleaning Supervisors**Dictionary of Occupational Titles:**

Change-House Attendant	358.687-010
Cleaner, Commercial Or Institutional	381.687-014
Cleaner, Industrial	381.687-018
Cleaner, Laboratory Equipment	381.687-022
Cleaner, Wall	381.687-026
Patch Worker	381.687-030
Waxer, Floor	381.687-034
Janitor	382.664-010
Cleaner, Home Restoration Service	389.664-010
Sexton	389.667-010
Sweeper-Cleaner, Industrial	389.683-010
Cleaner, Window	389.007-014
Venetian-Blind Cleaner and Repairer	739.687-198
Chimney Sweep	891.687-010
Project-Crew Worker	891.687-018

## Laboratory Technicians, Winery (No OES or DOT codes identified)

**California Occupational Guides:** See Enologists/Wine Makers**Occupational Outlook Handbook:** Not Available

## Licensed Vocational Nurses (OES 325050)

**California Occupational Guides:** See Licensed Vocational Nurses**Occupational Outlook Handbook:** See Licensed Practical Nurses**Dictionary of Occupational Titles:**

Nurse, Licensed Practical	079.374-014
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## Lodging Managers (OES 150262)

**California Occupational Guides:** See Hotel and Motel Managers**Occupational Outlook Handbook:** See Hotel Managers and Assistants**Dictionary of Occupational Titles:**

Manager, Hotel Or Motel	187.117-038
Manager, Front Office	187.137-018
Executive Housekeeper	187.167-046
Manager, Agricultural-Labor Camp	187.167-050
Manager, Camp	187.167-066
Manager, Convention	187.167-078
Manager, Hotel Recreational Facilities	187.167-122
Manager, Boarding House	320.137-010
Manager, Lodging Facilities	320.137-014

## Maids &amp; Housekeeping Cleaners (OES 670020)

**California Occupational Guides:** See Hospital and Lodging Housekeepers**Occupational Outlook Handbook:** See Janitors and Cleaners and Cleaning Supervisors**Dictionary of Occupational Titles:**

Cleaner, Hospital	323.687-010
Cleaner, Housekeeping	323.687-014
Housecleaner	323.687-018

## Maintenance Repairers, General Utility (OES 851320)

**California Occupational Guides:** Not Available**Occupational Outlook Handbook:** See General Maintenance Mechanics**Dictionary of Occupational Titles:**

Fire-Fighting-Equipment Specialist	638.281-010
Maintenance Repairer, Industrial	899.261-014
Maintenance Repairer, Building	899.381-010

## Marketing, Advertising &amp; Public Relations Managers (OES 130110)

**California Occupational Guides:** See Retail Store Managers; See also Public Relations Representatives**Occupational Outlook Handbook:** See Marketing, Advertising, and Public Relations Managers**Dictionary of Occupational Titles:**

Production Manager, Advertising	141.137-010
Executive Producer, Promos	159.167-022
Manager, Export	163.117-014
Manager, Promotion	163.117-018
Director, Media Marketing	163.117-022
Director, Underwriter Solicitation	163.117-026
Manager, Advertising	163.167-010
Manager, Sales	163.167-018
Manager, Utility Sales and Service	163.167-022
Field Representative	163.267-010
Manager, Advertising	164.117-010
Manager, Advertising Agency	164.117-014
Media Director	164.117-018
Account Executive	164.167-010
Area Supervisor, Retail Chain Store	185.117-014
Fashion Coordinator	185.157-010

## Medical Assistants (OES 660050)

**California Occupational Guides:** See Medical Assistants**Occupational Outlook Handbook:** See Medical Assistants**Dictionary of Occupational Titles:**

Medical Assistant	079.362-010
Chiropractor Assistant	079.364-010
Podiatric Assistant	079.374-018
Morgue Attendant	355.667-010

Multimedia Design &amp; Production Specialists (No OES or DOT codes identified)

**California Occupational Guides:** Not Available**Occupational Outlook Handbook:** Not Available

## Nurse Aides (OES 660080)

**California Occupational Guides:** See Nurse Aides/Nursing Assistants**Occupational Outlook Handbook:** See Nursing Aides and Psychiatric Aides**Dictionary of Occupational Titles:**

Nurse, Practical	354.374-010
Birth Attendant	354.377-010
First-Aid Attendant	354.677-010
Nurse Assistant	355.674-014
Orderly	355.674-018

## Packaging &amp; Filling Machine Operators (OES 929740)

**California Occupational Guides:** Not Available**Occupational Outlook Handbook:** Not Available**Dictionary of Occupational Titles:**

Scrap Baller	509.685-046
Molder, Meat	520.685-174
Stuffer	520.685-210
Casing-Running-Machine Tender	525.685-014
Fruit-Grader Operator	529.665-010
Yeast-Cutting-and-Wrapping-Machine Operator	529.665-022
Auto Roller	529.685-010
Bunch Maker, Machine	529.685-038
Ham-Rolling-Machine Operator	529.685-138
Linking-Machine Operator	529.685-162
Plug-Overwrap-Machine Tender	529.685-186
Preservative Filler, Machine	529.685-190
Wrapper Layer	529.685-266
Wrapper-Layer-and-Examiner, Soft Work	529.685-270
Can-Filling-and-Closing-Machine Tender	529.685-282
Cigar-Wrapper Tender, Automatic	529.685-286
Masking-Machine Operator	554.682-014

Foam Dispenser	554.684-014
Cylinder Filler	559.565-010
Capsule-Filling-Machine Operator	559.682-010
Ampoule Filler	559.685-018
Packer, Insulation	579.685-038
Punchboard-Filling-Machine Operator	649.685-094
Tape-Fastener-Machine Operator	649.685-122
Baler	690.685-022
Gelatin-Dynamite-Packing Operator	692.662-014
Strapping-Machine Operator	692.682-058
Level-Glass-Vial Filler	692.685-114
Seal-Extrusion Operator	692.685-154
Tracer-Bullet-Charging-Machine Operator	694.382-014
Loading-Machine Operator	694.685-026
Loading-Unit Operator	694.685-030
Rim-Fire-Priming Operator	694.685-050
Filling-Machine Operator	699.685-038
Stuffer	731.685-014
Base-Filler Operator	732.685-010
Stuffing-Machine Operator	732.685-034
Stuffing-Machine Operator	780.685-014
Barrel Filler Ii	914.485-010
Icicle-Machine Operator	920.482-010
Carton-Packaging-Machine Operator	920.665-010
Rack-Room Worker	920.665-014
Baling-Machine Tender	920.685-010
Bander-and-Cellophaner, Machine	920.685-014
Bb Shot Packer	920.685-018
Bottle Packer	920.685-026
Candle Wrapping-Machine Operator	920.685-030
Carder	920.685-034
Case Packer and Sealer	920.685-038
Case-Loader Operator	920.685-042
Cigar Brander	920.685-046
Cigarette-Packing-Machine Operator	920.685-050
Cotton-Roll Packer	920.685-054
Feed Weigher	920.685-058
Hydraulic-Press Operator	920.685-062
Labeling-Machine Operator	920.685-066
Package Sealer, Machine	920.685-074
Packager, Machine	920.685-078
Packer Operator, Automatic	920.685-082
Packing-Machine-Pilot Can Router	920.685-086
Roll Finisher	920.685-090

## Packaging &amp; Filling Machine Operators--continued

Snuff-Packing-Machine Operator	920.685-094
Tobacco-Packing-Machine Operator	920.685-098
Cubing-Machine Tender	920.685-106
Bundle Tier and Labeler	920.685-110
Cotton Baler	920.685-114
Tying-Machine Operator	929.685-014
Tying-Machine Operator, Lumber	929.685-018

## Physical Therapy Aides (OES 660172)

**California Occupational Guides:** See Physical Therapy Aides and Assistants**Occupational Outlook Handbook:** See Physical and Corrective Therapy

Assistants and Aides (no detail info.)

**Dictionary of Occupational Titles:**

Physical Therapist Assistant	076.224-010
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## Physical Therapy Assistants (OES 660171)

**California Occupational Guides:** See Physical Therapy Aides and Assistants**Occupational Outlook Handbook:** See Physical and Corrective Therapy

Assistants and Aides

**Dictionary of Occupational Titles:**

Physical Therapist Assistant	076.224-010
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## Plumbers, Pipefitters &amp; Steamfitters (OES 875020)

**California Occupational Guides:** See Plumbers**Occupational Outlook Handbook:** See Plumbers and Pipefitters**Dictionary of Occupational Titles:**

Pipe Fitter	862.261-010
Coppersmith	862.281-010
Coppersmith Apprentice	862.281-014
Pipe Fitter	862.281-022
Pipe-Fitter Apprentice	862.281-026
Gas-Main Fitter	862.361-014
Pipe Fitter, Diesel Engine I	862.361-018
Steam Service Inspector	862.361-022
Industrial-Gas Fitter	862.381-014
Pipe Fitter, Diesel Engine II	862.381-022
Plumber	862.381-030
Plumber Apprentice	862.381-034
Plumber	862.681-010
Pipe Cutter	862.682-010
Water-Softener Servicer-and-Installer	862.684-034

## Psychiatric Technicians (OES 329310)

**California Occupational Guides:** See Psychiatric Technicians**Occupational Outlook Handbook:** See Nursing Aides and Psychiatric Aides**Dictionary of Occupational Titles:**

Psychiatric Technician	079.374-026
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## Receptionists &amp; Information Clerks (OES 553050)

**California Occupational Guides:** See Receptionists and Information Clerks**Occupational Outlook Handbook:** See Receptionists**Dictionary of Occupational Titles:**

Credit Reporting Clerk	203.362-014
Registrar	205.367-038
Information Clerk, Automobile Club	237.267-010
Appointment Clerk	237.367-010
Information Clerk	237.367-018
Information Clerk	237.367-022
Land-Leasing Examiner	237.367-026
Receptionist	237.367-038
Referral-and-Information Aide	237.367-042
Telephone Quotation Clerk	237.367-046
Tourist-Information Assistant	237.367-050
Space Scheduler	238.367-022
Scheduler	238.367-034
Policyholder-Information Clerk	249.262-010
Park Aide	249.367-082

## Registered Nurses (OES 325020)

**California Occupational Guides:** See Registered Nurses and Nurse Practitioners**Occupational Outlook Handbook:** See Registered Nurses**Dictionary of Occupational Titles:**

Nurse, School	075.124-010
Nurse, Staff, Community Health	075.124-014
Nurse, Consultant	075.127-014
Nurse, Supervisor, Community-Health Nursing	075.127-026
Nurse, Supervisor, Evening-Or-Night	075.127-030
Nurse, Infection Control	075.127-034
Nurse, Supervisor, Occupational Health Nursing	075.137-010
Nurse, Head	075.137-014
Nurse, Supervisor	075.167-010
Quality Assurance Coordinator	075.167-014
Nurse Practitioner	075.264-010
Nurse-Midwife	075.264-014
Nurse, General Duty	075.364-010

## Registered Nurses--continued

Nurse Anesthetist	075.371-010
Nurse, Office	075.374-014
Nurse, Private Duty	075.374-018
Nurse, Staff, Occupational Health Nursing	075.374-022

Sales Representatives, Except Scientific Products (OES 490080)

**California Occupational Guides:** See Manufacturers' Sales Representatives; see also Food Product Sales Representatives

**Occupational Outlook Handbook:** See Manufacturers' and Wholesale Sales Representatives; see also Securities and Financial Services Sales Representatives or Services Sales Representatives

**Dictionary of Occupational Titles:**

Commission Agent, Livestock	162.157-026
Sales Representative, Livestock	260.257-010
Commission Agent, Agricultural Produce	260.357-010
Sales Representative, Food Products	260.357-014
Sales Representative, Malt Liquors	260.357-018
Sales Representative, Tobacco Prod. and Smoking	260.357-022
Sales Representative, Apparel Trimmings	261.357-010
Sales Representative, Canvas Products	261.357-014
Sales Representative, Men's and Boys' Apparel	261.357-022
Sales Representative, Safety Apparel and Equip.	261.357-026
Sales Representative, Textiles	261.357-030
Sales Representative, Uniforms	261.357-034
Sales Representative, Women's and Girls' Apparel	261.357-038
Sales Representative, Fuels	269.357-010
Sales Representative, Petroleum Products	269.357-014
Sales Representative, Motor Vehicles and Supplies	273.357-022
Sales Representative, Bottles and Bottling Equip.	274.357-014
Sales Representative, Containers	274.357-026
Sales Representative, Hardware Supplies	274.357-034
Sales Representative, Industrial Rubber Goods	274.357-042
Sales Representative, Printing Supplies	274.357-062
Sales Representative, Textile Designs	274.357-066
Sales Representative, Barber and Beauty Equip.	275.357-010
Sales Representative, Church Furn. & Religious	275.357-014
Sales Rep., Commercial Equip. and Supplies	275.357-018
Sales Representative, Cordage	275.357-022
Sales Representative, Hotel and Restaurant Equip.	275.357-026
Sales Representative, Mortician Supplies	275.357-030
Sales Representative, Office Machines	275.357-034
Sales Representative, Pressure-Sensitive Tape	275.357-038
Sales Representative, School Equip. & Supplies	275.357-042

Sales Representative, Shoe Leather and Findings	275.357-046
Sales Representative, Vending and Coin Machines	275.357-050
Salesperson, Florist Supplies	275.357-054
Sales Representative, Architectural and Engineer.	276.357-010
Sales Representative, Hobbies and Crafts	277.357-010
Sales Representative, Musical Instruments	277.357-014
Sales Representative, Novelties	277.357-018
Sales Representative, Publications	277.357-022
Sales Representative, Recreation & Sport. Goods	277.357-026
Sales Representative, Writing and Marking Pens	277.357-030
Manufacturer's Representative	279.157-010
Sales Representative, General Merchandise	279.357-014
Sales Representative, Jewelry	279.357-018
Sales Representative, Leather Goods	279.357-022
Sales Representative, Paper and Paper Products	279.357-026
Sales Representative, Plastic Products	279.357-030
Sales Representative, Water-Softening Equipment	279.357-034

Salespersons, Retail (OES 490112)

**California Occupational Guides:** See Retail Store Managers

**Occupational Outlook Handbook:** See Retail Sales Workers

**Dictionary of Occupational Titles:**

Salesperson, Flowers	260.357-026
Salesperson, Wigs	261.351-010
Salesperson, Corsets	261.354-010
Sales Representative, Footwear	261.357-018
Salesperson, Furs	261.357-042
Salesperson, Infants' and Children's Wear	261.357-046
Salesperson, Men's and Boys' Clothing	261.357-050
Salesperson, Men's Furnishings	261.357-054
Salesperson, Millinery	261.357-058
Salesperson, Shoes	261.357-062
Salesperson, Women's Apparel and Accessories	261.357-066
Salesperson, Yard Goods	261.357-070
Salesperson, Leather-and-Suede Apparel-and-Accesso	261.357-074
Sales Representative, Toilet Preparations	262.357-014
Salesperson, Cosmetics and Toiletries	262.357-018
Salesperson, Sewing Machines	270.352-010
Sales Representative, Home Furnishings	270.357-010
Sales Representative, Household Appliances	270.357-014
Salesperson, China and Silverware	270.357-018
Salesperson, Curtains and Draperies	270.357-022
Salesperson, Floor Coverings	270.357-026
Salesperson, Furniture	270.357-030

## Salespersons, Retail--continued

Salesperson, Household Appliances	270.357-034
Salesperson, Stereo Equipment	270.357-038
Sales Representative, Videotape	271.357-014
Salesperson, Horticultural and Nursery Products	272.357-022
Salesperson, Automobiles	273.353-010
Sales Representative, Boats and Marine Supplies	273.357-018
Salesperson, Automobile Accessories	273.357-030
Salesperson, Trailers and Motor Homes	273.357-034
Salesperson, Orthopedic Shoes	276.257-018
Hearing Aid Specialist	276.354-010
Salesperson, Pianos and Organs	277.354-010
Salesperson, Books	277.357-034
Salesperson, Musical Instruments and Accessories	277.357-038
Salesperson, Pets and Pet Supplies	277.357-042
Salesperson, Phonograph Records and Tape Recording	277.357-046
Salesperson, Sheet Music`	277.357-054
Salesperson, Sporting Goods	277.357-058
Salesperson, Stamps Or Coins	277.357-062
Salesperson, Toy Trains and Accessories	277.357-066
Salesperson, Art Objects	277.457-010
Salesperson, Flying Squad	279.357-046
Salesperson, General Hardware	279.357-050
Salesperson, General Merchandise	279.357-054
Salesperson, Jewelry	279.357-058
Coupon-Redemption Clerk	290.477-010
Sales Clerk	290.477-014
Sales Clerk, Food	290.477-018
Platform Attendant	299.377-010
Layaway Clerk	299.467-010
Sales Attendant	299.677-010

## Secretaries, General (OES 551080)

**California Occupational Guides:** See Secretaries**Occupational Outlook Handbook:** See Secretaries**Dictionary of Occupational Titles:**

Social Secretary	201.162-010
Membership Secretary	201.362-018
School Secretary	201.362-022
Script Supervisor	201.362-026
Secretary	201.362-030
Trust Operations Assistant	219.362-074

## Secretaries, Legal (OES 551020)

**California Occupational Guides:** See Legal Secretaries**Occupational Outlook Handbook:** See Secretaries**Dictionary of Occupational Titles:**

Legal Secretary	201.362-010
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## Secretaries, Medical (OES 551050)

**California Occupational Guides:** See Medical Secretaries**Occupational Outlook Handbook:** See Secretaries**Dictionary of Occupational Titles:**

Medical Secretary	201.362-014
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## Separating, Filtering &amp; Still Machine Operators (OES 929620)

**California Occupational Guides:** Not Available**Occupational Outlook Handbook:** See Separating and Still Machine Operators and Tenders**Dictionary of Occupational Titles:** 252 related DOT titles

## Teachers, Secondary (OES 313080)

**California Occupational Guides:** See Secondary School Teachers**Occupational Outlook Handbook:** See School Teachers-Kindergarten, Elementary, and Secondary**Dictionary of Occupational Titles:**

Teacher, Industrial Arts	091.221-010
Teacher, Secondary School	091.227-010
Instructor, Physical Education	099.224-010
Instructor, Military Science	099.227-022

## Tellers (OES 531020)

**California Occupational Guides:** See Tellers**Occupational Outlook Handbook:** See Bank Tellers**Dictionary of Occupational Titles:**

Foreign Banknote Teller-Trader	211.362-014
Teller	211.362-018
Teller, Vault	211.382-010
Coupon Clerk	219.462-010



Traffic, Shipping & Receiving Clerks (OES 580280)

**California Occupational Guides:** See Shipping and Receiving Clerks

**Occupational Outlook Handbook:** See Traffic, Shipping, and Receiving Clerks

**Dictionary of Occupational Titles:**

Reconsignment Clerk	209.367-042
Traffic Clerk	214.587-014
Paper-Control Clerk	219.367-022
Shipping-Order Clerk	219.367-030
Industrial-Order Clerk	221.367-022
Ticket Puller	221.687-014
Truckload Checker	222.367-066
Car Checker	222.387-014
Gun-Repair Clerk	222.387-022
Shipping and Receiving Clerk	222.387-050
Sorter-Pricer	222.387-054
Milk-Receiver, Tank Truck	222.485-010
Grain Elevator Clerk	222.567-010
Ship Runner	222.567-014
Distributing Clerk	222.587-018
Route-Delivery Clerk	222.587-034
Vault Worker	222.587-058
Routing Clerk	222.687-022
Shipping Checker	222.687-030
Incoming-Freight Clerk	248.362-010
Booking Clerk	248.367-014
Container Coordinator	248.367-022
Checker	919.687-010
Photofinishing Laboratory Worker	976.687-018

Truck Drivers, Heavy & Tractor-Trailer (OES 971020)

**California Occupational Guides:** See Truck Drivers, Heavy

**Occupational Outlook Handbook:** See Truck Drivers

**Dictionary of Occupational Titles:**

Concrete-Mixing-Truck Driver	900.683-010
Dump-Truck Driver	902.683-010
Explosives-Truck Driver	903.683-010
Powder-Truck Driver	903.683-014
Tank-Truck Driver	903.683-018
Tractor-Trailer-Truck Driver	904.383-010
Log-Truck Driver	904.683-010
Milk Driver	905.483-010
Garbage Collector Driver	905.663-010
Truck Driver, Heavy	905.663-014
Van Driver	905.663-018

Water-Truck Driver II	905.683-010
Hostler	909.663-010
Driver-Utility Worker	919.663-018
Tow-Truck Operator	919.663-026
Drip Pumper	953.583-010

Truck Drivers, Light & Delivery (OES 971050)

**California Occupational Guides:** See Garbage Collectors and Drivers

**Occupational Outlook Handbook:** See Truck Drivers

**Dictionary of Occupational Titles:**

Food-Service Driver	906.683-010
Liquid-Fertilizer Servicer	906.683-014
Telephone-Directory-Distributor Driver	906.683-018
Truck Driver, Light	906.683-022
Driver	913.663-018
Escort Vehicle Driver	919.663-022

Vocational & Educational Counselors (OES 315140)

**California Occupational Guides:** See Counselors, Rehabilitation and School

**Occupational Outlook Handbook:** See Counselors

**Dictionary of Occupational Titles:**

Counselor	045.107-010
Counselor, Nurses' Association	045.107-014
Director of Counseling	045.107-018
Residence Counselor	045.107-038
Vocational Rehabilitation Counselor	045.107-042
Counselor, Marriage and Family	045.107-054
Director of Guidance In Public Schools	045.117-010
Foreign-Student Adviser	090.107-010
Supervisor, Special Services	169.267-026

Waiters & Waitresses (OES 650080)

**California Occupational Guides:** See Waiters/Waitresses

**Occupational Outlook Handbook:** See Food and Beverage Service Workers

**Dictionary of Occupational Titles:**

Wine Steward/Stewardess	310.357-010
Waiter/Waitress, Bar	311.477-018
Waiter/Waitress, Dining Car	311.477-022
Waiter/Waitress, Formal	311.477-026
Waiter/Waitress, Informal	311.477-030
Waiter/Waitress, Buffet	311.674-018
Mess Attendant	350.677-010
Steward/Stewardess, Wine	350.677-026
Waiter/Waitress	350.677-030
Waiter/Waitress, Club	352.677-018

Note: The sample questionnaire is not included in the electronic “pdf” version of this publication.